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**PREVALENCE OF PSYCHOLOGICAL DISTRESS AND COPING
STRATEGIES AMONG LAW ENFORCEMENT OFFICERS**

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Thesis Submitted to the
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(Occupational Safety and Health Management)



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ABSTRACT

Working in the law enforcement profession can be very demanding on a physical and emotional level. Law enforcement and police officers are often exposed to stressors at work that can lead to depression. This pressure may be due to the nature of this profession in ensuring the protection of life and property through the enforcement of laws and ordinances put in place regardless of any circumstances. Many law enforcement officer experiences stress, anxiety and depression which at a certain level could lead to adverse effect towards individual, organizational, family and people surrounding. In order to overcome these psychological distresses, various coping strategies could be applied by them. The main objective of this study was to identify and measure the level of psychological distress namely stress, anxiety and depression encountered by auxiliary police officers and determined the coping strategies used by them to overcome the stressor. This quantitative study was conducted towards the 650 auxiliary police officer at XYZ Company by conducting a survey using self-report questionnaires. A total of 650 sets of questionnaires were distributed during five different briefing and data collection sessions, 642 questionnaires were collected and only 614 of the collected questionnaires used for the purpose of the study. Quantitative data were analyzed using SPSS software version 23. The results show that amongst psychological distress element, stress has the highest mean score with 2.7, followed by anxiety with 2.14 and depression with 1.93. While for the coping strategy, approach coping mean score was the highest with 2.67 compared to humor/religion (2.51) and avoidance (1.93). On the other hand, the findings revealed that there was no significant relationship determined between stress, anxiety, and depression with avoidance or humor/religion coping strategies. However, there was a significant relationship between psychological distress elements with avoidance coping strategies. The findings of this study make significant contributions to the literature of occupational stress and coping strategies area among auxiliary police population. Instead of that, this study also would be worthy and contributes value to the academic area due to a lack of study conducted among auxiliary police population specifically in Malaysia.

Keywords: psychological distress, stress, depression, anxiety, coping strategy

ABSTRAK

Bekerja dalam profesion penguatkuasaan undang-undang boleh sangat menuntut pada tahap fizikal dan emosi yang tinggi. Penguatkuasa undang-undang dan pegawai polis sering terdedah kepada tekanan di tempat kerja yang boleh menyebabkan tekanan, kebimbangan dan kemurungan. Tekanan ini mungkin disebabkan sifat profesion ini yang sentiasa memastikan perlindungan hayat dan nyawa serta harta benda melalui penguatkuasaan undang-undang dan tata cara yang dilaksanakan tanpa mengira sebarang keadaan. Ramai pegawai penguatkuasa undang-undang mengalami tekanan, kebimbangan dan kemurungan yang mana pada tahap tertentu boleh menyebabkan kesan buruk terhadap individu, organisasi, keluarga dan orang-orang sekitarnya. Untuk mengatasi masalah psikologi ini, pelbagai strategi mengatasi masalah boleh diterapkan oleh mereka. Objektif utama kajian ini adalah untuk mengenal pasti dan mengukur tahap tekanan psikologi iaitu tekanan, kecemasan dan kemurungan yang dihadapi oleh anggota polis bantuan dan menentukan strategi mengatasi yang digunakan oleh mereka untuk mengatasi tekanan. Kajian kuantitatif ini dijalankan terhadap 650 anggota polis bantuan di Syarikat XYZ dengan menjalankan tinjauan menggunakan soal selidik. Sejumlah 650 set soal selidik diedarkan ketika lima sesi penerangan dan pengumpulan data yang diadakan secara berasingan, 642 soal selidik telah dikumpulkan dan hanya 614 soal selidik yang digunakan untuk tujuan kajian. Data kuantitatif dianalisis dengan menggunakan perisian SPSS versi 23. Hasil dapatan menunjukkan bahawa di antara elemen tekanan psikologi, tekanan mempunyai skor purata tertinggi dengan 2.7, diikuti oleh kebimbangan dengan 2.14 dan kemurungan dengan 1.93. Untuk strategi mengatasi pula, pendekatan strategi mengatasi mencatatkan skor purata yang tertinggi iaitu 2.67 berbanding dengan strategi mengatasi humor / agama (2.51) dan pendekatan strategi mengelak (1.93). Selain itu juga, dapatan menunjukkan tiada hubungan yang signifikan antara tekanan, kebimbangan, dan kemurungan dengan strategi menghindari atau humor / agama. Walau bagaimanapun, terdapat hubungan yang signifikan antara unsur-unsur tekanan psikologi dengan strategi pencegahan mengelak. Penemuan kajian ini memberi sumbangan penting kepada literatur berkaitan stres pekerjaan dan strategi menangani tekanan di kalangan anggota polis bantuan. Selain itu juga, kajian ini juga menyumbang kepada bidang akademik berikutan kekurangan kajian yang dijalankan di kalangan anggota polis bantuan khususnya di Malaysia.

Kata kunci: tekanan psikologi, tekanan, kemurungan, kebimbangan, strategi mengatasi

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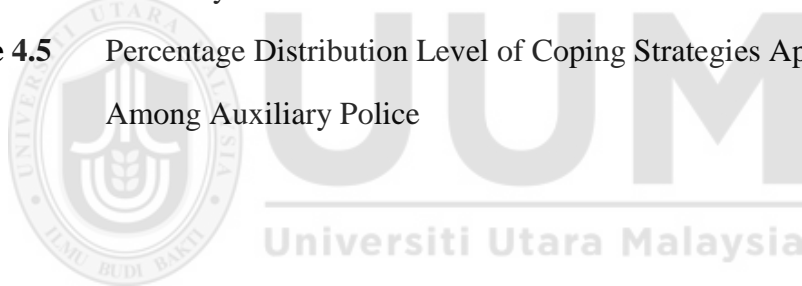
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LIST OF ABBREVIATIONS AND SYMBOLS

Short Forms	Descriptions
SPSS	Statistical Package for Social Sciences
WHO	World Health Organization



CHAPTER ONE

INTRODUCTION

1.1. Background of the study

Stress, anxiety and depression are psychological problem that are frequently studied and debated in the area of psychology (Husain, 2014; Brown et al., 1997; Davies et al., 1995; Farmer, 1998). Many studies have been carried out and associated this scenario to various adverse effects at workplace such as a decrease in productivity and self-esteem. Furthermore, individual or group of people who suffer from depression, anxiety and stress may also give a variety of negative effects in other aspects of life such as self-satisfaction, quality of life and social interaction.

Based on past studies conducted, it is believed that depression, anxiety and stress are three different factors in terms of ethology and symptoms. However, high levels of morbidity especially for anxiety and depression factors have attracted the attention of researchers to further study this area comprehensively (Husain, 2014; Lovibond & Lovibond, 1995).

Police department is one of the most stressful organisations due to its operational nature as a service provider and also to fulfil all the expectation of the public. According to Violente (1983), generally the job of being a policeman is a very stressful task. McCarty, Zhao & Garland (2007) in their previous study has found out that organisational stress has the same effect in both male and female police personnel. Increased time constraints in solving crimes, huge workloads, long-hours

of working and increasing jobs demands have contributed to the stressors of workplace for a police employee.

Furthermore, Axel and Valle (1979) pointed out that psychologically, a career in the field of police is also one of the most dangerous professions in the world. This profession requires every individual to have a high level of physical and emotional strength in ensuring that the task is accountable can be executed properly and seamlessly. Therefore, the psychological problem in the police profession and other law enforcement has inspired researchers to conduct their studies in more detail in helping them get the best way to control or overcome the situation.

Many studies have been done on the job of being a policeman with various forms of stress such as psychological disorders, depression, anxiety, alcoholism, heart disorder and despair. In addition, this pressure is also due to family and marriage problems. In more serious cases, the occupational stress on these policemen also encouraged them to commit suicide or kill people in their surroundings such as co-workers and family members.

1.2. Problem Statement

Today, problems with enforcement organizations, especially police, are faced with psychological problems that are extremely tedious among its members where there are various murder cases, injuries to the public, suicide and other mental problems that have been reported involving police personnel who have failed to control their emotions as a result of internal stress (Utusan Malaysia, 10 Oktober 2008; Sinar Harian, 12 Disember 2009; Sinar Harian, 14 September 2013; Sinar Harian 15

September 2013; Utusan Malaysia, 3 Oktober 2008; Utusan Malaysia, 3 Februari 2011; Utusan Malaysia, 15 September 2013; Harian Metro, 20 Julai 2012; Harian Metro, 20 Julai 2012)

Based on Aris et. al., (2012) reported that the effect of self-pressure was found that 43.1% of civil servants often suffered from anger and grim while (33.1%) sadness and often lost self-control (15.9%). Moreover, the findings from the survey also show that 12.1% of civil servants also have the feeling of hurting or hitting the people who hurt them and the more worrying is that there are 4.3% of those who have suicidal feelings. According to Ciarrochi, Chan & Bajgar (2001) the success of one's career can be determined through the pattern of understanding, appraisal and emotional discharge in the right way. Therefore, the skill of managing emotions becomes a necessity that every employee needs to be equipped with.

1.3. Research Questions

The purpose of this study is to identify and measure the most common psychological distress (depression, stress and anxiety) and coping strategies experienced by auxiliary police. Specifically, the research attempted to answer the following questions:

- 1.3.1. What are the levels of perceived occupational psychological distress (i.e. stress, anxiety and depression) among auxiliary police?
- 1.3.2. How does the auxiliary police cope with the psychological distress?
- 1.3.3. Is there a relationship between levels of perceived psychological distress (i.e.: stress, anxiety and depression) and coping strategies?

1.4. Research Objectives

This present study has four main objectives as follows:

- 1.4.1. To investigate the levels of perceived psychological distress (i.e. stress, anxiety and depression) among auxiliary police.
- 1.4.2. To determine the coping strategies utilised by auxiliary police when managing occupational psychological distress.
- 1.4.3. To examine the relationship between occupational psychological distress (stress, anxiety and depression) and coping strategies among auxiliary police.

1.5. Significant of study

Psychological distress such as stress, anxiety and depression is a complex reaction that affects person's physiology, thinking, behaviour and emotions. Psychological distress among police officers and other law enforcement officers has been a popular area of research (Pienaar & Rothman, 2003; Kaur, Chodaghiri & Reddi, 2013; Husin, 2014; He, Zhao & Archbold, 2002; Nikam & Shaikh, 2014; Suresh, Anantharaman, Angusamy & Ganesan, 2013).

Similar to the other law enforcement officer such as police, auxiliary police also having difficulties to respond to unexpected situation that arise when they are on duties in order to keep the law enforcement, people protection, protection of properties, investigating and interrogating of crime within their area of jurisdiction can be executed well.

Incidents such as 11 September 2001, drug smuggling, human trafficking, MH370 and MH17 has led to the strengthening of security system to prevent any unwanted

circumstances or criminal acts that may affect the security at airport and flight. Therefore, having a good mental health state and physical fit force of airport law enforcement officer specifically to the auxiliary police, is vital in ensuring the safety of all airport stakeholders as well as supporting national security and counter-terrorism policy.

To date, there were many research has been conducted pertaining depression, anxiety, stress and coping strategies among police officer. Even though work performed is risky and highly stressful and there was similarities on nature of work between police officer and auxiliary police, there were limited research on depression, anxiety, stress and coping strategies has been conducted towards them.

Therefore, this study was suggested to be conducted in order to investigate the main psychological problem among auxiliary police. By determining the level of occupational psychological distress and typical coping strategies applied, it aims to inform future interventions geared toward managing the distressing components of auxiliary policing through effective coping strategies.

1.6. Organization of the thesis

The thesis consists of five chapters. Chapter 1 focused on an overall view of the present study. It explained on the background of the study, background of the problem, the problem statement, research objective, research question and significance of the study. In Chapter 2, the researcher review literature on stress, anxiety, depression and coping literature with particular reference as to how it can relates to police officers. This chapter also provides the nature of stress and

occupational stress, and the effects of high levels of psychological distress (i.e.: stress, anxiety and depression) on police officers. In Chapter 3, the researcher explained a detail description of the methodology used of this study, describing the study design, sampling, survey instrument used as data collection tools, the variables employed in the study and the statistical techniques used for data analysis purpose and to investigate such variables. In Chapter 4, the researcher presents the data analysis, research results and findings of this study. In the last chapter - Chapter 5, the researcher presents the interpretation, discussion, conclusion of the enquiry, policy implications, limitations of the study and recommendations for future research.

1.7. Chapter Summary

This chapter focused on an overall view of the present study. It explained on the background of the study, background of the problem, the problem statement, research objective, research question and significance of the study.

CHAPTER TWO

LITERATURE REVIEW

2.1. Introduction

The review of this chapter is relatively related with the relationship between sources of occupational stress, anxiety, depression and coping strategies among the auxiliary police at company XYZ. There are many research have been conducted pertaining sources of occupational stress, anxiety, depression and coping strategies applied in order to overcome stress within law enforcement personnel. This section will look and understand the relationship between stress, anxiety, depression and coping strategies. This study, therefore tries to determine the prevalence of occupational stress, anxiety, depression and coping strategies commonly used by the auxiliary police to overcome their stress at the workplace.

2.2. Law enforcement / Policing work

Law enforcement or policing is one of the most dangerous and stressful occupation (Campbell and Nobel, 2009; Anshel, 2000; Collins & Gibbs, 2003; Kop & Euwema, 2001). It can be considered as one of the most stressful occupations, exposing staff to occupational, organizational, and personal stressors (Alexander, 1999; Violanti & Paton, 1999; Anshel, 2000). Every day, law enforcement officer put their lives on the stake to protect and serve citizens, to keep social order and to ensure the enforcement of law.

In Malaysia, law enforcement is carried out by various law enforcement agencies and it is commonly comes immediate responsibility of the Royal Malaysia Police (RMP),

the country's primary government agency responsible for maintaining law and order. Instead of police, other of law enforcement exist is auxiliary police.

According to MAPA (2019), in Malaysia, auxiliary police is a “law enforcement officer or special police” that is appointed and governed under sections 47 – 50 of the Police Act 1967. They were appointed for the purpose of providing additional policing in areas where regular police patrols may be inadequate, and can be deployed to support PDRM officers in certain scenarios.

Auxiliary police is made up of those sworn security police officer who served as a police officer at the government agencies or government-related entities to protect the property of their employer and prevent criminal activity in the areas they are posted in.

Currently, there are a total of 253 government agencies, statutory bodies and private companies that are authorized to establish their own auxiliary police unit with overall strength is more than 30,000 people. Northport (Malaysia) Bhd (Northport), Petroleum Nasional Berhad (Petronas), the Malaysian Federal Reserve Bank (Bank Negara), the National Anti-Drug Agency (Agensi Anti-Dadah Kebangsaan - AADK), the Federal Land Development Agency (FELDA), the Inland Revenue Board (Lembaga Hasil Dalam Negeri), National Savings Bank (Bank Simpanan Nasional - BSN), Malayan Railways Limited (Keretapi Tanah Melayu Berhad - KTMB), Pos Malaysia Holdings Berhad (the national postal service), Malaysia Airports Holdings Berhad (the largest Malaysian airport operator), the North-South Highway Project (Projek Lebuhraya Utara Selatan - PLUS), Tenaga Nasional Berhad (the national

power service), Sarawak Energy Berhad (Public Utilities) and other similar strategic organizations are the example of organization that are authorized to establish their own auxiliary police unit.

The auxiliary police officer are not made up to serve in the Royal Malaysia Police (RMP), but they have received the same training as a policeman who served under the RMP. Each of the personnel are well-trained by RMP in the various aspects of law enforcement to enable them to effectively carry out their duties in patrolling, static guard duties, crowd and traffic control, protection of property, detection of crimes and capturing of criminals. They are also are granted some police powers such as the power to carry out minor investigations or to make arrests within their area of jurisdiction.

Although the auxiliary police's jurisdiction is restricted within their premises, the work performed is still considered as risky and highly stressful similar to the nature of police officer work. Therefore, the auxiliary police definitely encountered similar occupational stress as police or other law enforcement officer.

Aftermath of the tragic accidents of 11 September 2001, drug smuggling, human trafficking, terrorism, MH370 and MH17, there was a need to enhance the security system to prevent any circumstances or criminal acts that may affect the security at various premises including airport, harbour, banking and office premises. Therefore, a high level of integrity, a good mental health state and physical fit force is required from each auxiliary police officers in order to ensure the safety of the premises is at maximum level.

2.3. Psychological Distress

Presence of psychological distress in law enforcement officer has been reported in various research conducted across the world. Working in law enforcement field is always stressful, and the exposure to trauma or strain can occur at any time. Due to there is rarely a time to step back and process what you see at work, therefore, it is normal to develop psychological health symptoms that may indicate the emerging of growing psychological health disorders if they remain untreated.

Stress, anxiety and depression are common psychological distress of working people (Husain, 2014). These three psychological distress are the most frequently diagnosed in psychology (Brown et al., 1997; Davies et al., 1995; Farmer, 1998). Therefore, for the purposes of this study, three psychological distress will be discussed: stress, anxiety and depression.

2.3.1. Stress

The definition of stress may vary depending to individual as it is rarely clearly understood. Some people define stress as events or situations that cause them to feel tension, pressure, or negative emotions such as anxiety and anger. While others view stress as the response to these situations.

“Stress” is an English word which roots from the Latin words “stringere” and “strictus”, that means “to draw tight” (Arnold, 2005). Stress is something that most of us experience in our daily lives but have difficulty defining it (Baqutayan, 2015). Lack of agreement in defining stress may be due to various number of disciplines

that involved in stress research such as sociology, biology, psychology and epidemiology (Buunk et al., 1998; Le Blanc, De Jange & Shaufeli, 2008)

According to Cox (1993), 'stress is a psychological state that results from people's perceptions of an imbalance between job demands and their abilities to cope with those demands'.

Back in 1930s, Hans Selye, an Austrian-born Hungarian was the first who incorporated the word "stress" into the medical lexicon to describe stress as "the non-specific response of the body to any demand for change". Selye (1976) defines stress as a response brought by numerous external events which involves psychological responses to any stressor or demand and can be viewed as positive ("eustress") and negative ("distress") experience.

In 1944, starting from Hans Selye's, researchers began to use the term "stress" in psychological abstracts index (Lazarus & Folkman, 1984). Lazarus (1966) points out that stress is a personal and unique experience for each individual. Strain will be created and stress appears when the body tries to adjust constantly to various circumstances and environmental demands. He also emphasized that stress is also a cognitive response towards a perceived situation, and it is not merely to a bodily reaction on certain internal and external events.

Therefore, Lazarus and Folkman (1984) defined stress as "a particular relationship between the person and the environment that is appraised by the person as taxing or exceeding his or her resources and endangering his or her well-being". While other

researcher, Papalia and Feldman (2012) in their study, claimed that stress is the damage that occurs when perceived environmental demands which called “stressors”, exceed or reached a person's capacity to cope with them.

Regardless of whether the source of the stress is positive, negative or threatening, there is a common or prevalent set of response to different types of stressor (Selye, 1976). This physiological and psychological set of response are known as the General Adaptation Syndrome (GAS) which has three stages: the alarm reaction, the stage of resistance and exhaustion.

According to Selye, at the alarm stage, a person is ready to confront or run away from the stressor (the body prepare for fight or flight). Changes in internal body system occurs when it is exposed to stress.

When the body senses constant pressure of threats or challenges, individual will move to resistance level in order to attempt restore homeostasis (to return to normal). The body will try to the maximum level to adapt with continuous stress. Exhaustion arises if the stressor is not dealt with and strain response set in (Kelloway & Francis, (2008). At this level, some of the physiological changes such as increment of heartbeat, breathing, blood supply to the body, activity in stomach, bowels and bladder, and decrement of blood supply to the digestive system will occur. At this point, individual will try to run away or counteract the source of stress through some actions and keep focus in order to alleviate the tense situation.

If the individual manage to deal with the stressor, the third level of exhaustion will be excluded. However, individual will be in exhaustion stage if the stress reaction is prolonged and the mechanisms of adaptation has been unsuccessful. This will resulting others stress symptoms such as headaches, skin rashes, dry mouth, hypertension, stomach ulcer, heartburn and asthmas which is unsafe and could lead to fatal.

2.3.2. Anxiety

Anxiety is a reaction to the stress and can effect on how you think, behave, feel, and relate to others. It is more than just feeling stressed or worried. Feeling anxious has a profound effect on one's personal formation as expressed in Sigmund Freud's psychoanalytic theory (1856–1939). It is subjectively unpleasant feeling over anticipated event that occurs without an identifiable triggering stimulus (Kahn, 2001).

The APA (2019) defines anxiety as "an emotion characterized by feelings of tension, worried thoughts and physical changes like increased blood pressure." It is a feeling of unease, worry or fear and when persistent and experienced regularly, it may be a sign of an anxiety disorder (APA, 2013; MHF, 2019).

As stated by Kahn (2001), anxiety can be stimulated by a combination of physical and environmental factors and can be can be noticeable by feelings of uneasiness, tension and apprehension. Apart from that, an individual who suffer from anxiety will feel the physical changes and increment of heart rate, blood pressure, and respiratory rate, sweating, difficulty swallowing, dizziness, and chest pain as anxiety

symptoms. Anxiety is different from fear whereby fear is a reaction to a real or perceived direct threat, while anxiety involves the expectation of upcoming threat.

2.3.3. Depression

Depression is a mood disorder that characterised by sadness, withdrawal, hopelessness, loss of sleep and often self-blame over everything that happens in their life without any reasonable cause (WHO, 2017; APA, 2013; Kahn, 2001; Kraly, 2006). It is more than just a low mood whereby depression is a serious condition that affects your physical and mental health.

It is recognised as the highest prevalent mental disorder and serious health concern with estimation of over 300 million people of all ages, equivalent to 4.4 percent of the world's population are suffer from depression (WHO, 2017). WHO (2017) in their previous health survey report found out that almost half of people suffered from depression are from the population of the Southeast Asian region (27%) and the Western Pacific (21%), meanwhile women recorded the highest rate of depression compared to male.

The depression is vary from person to person; it may be mild, moderate or severe. A depression diagnosis may be given when an individual showing emotional instability such as depression, sadness, hopelessness, loneliness, self-depreciation and a decrease or loss of interest to take pleasure in activities once enjoyed within two or more weeks (WHO, 2017; APA, 2013; Kahn, 2001)

Depression can lead to a variety of emotional and physical problems which will interfere with individuals social functioning, thus causing deterioration in aspects of social relationships, occupations and other individual functions (WHO, 2017; Cyranowski et al., 2000). If untreated, depression may last an average of four months or longer. There are effective psychological and pharmacological treatments for depression such as psychotherapy or “talk therapy”, psychotropic medication, specifically antidepressants and electroconvulsive therapy (ECT).

2.4. Occupational stress

Occupational stress is the physiological and physical adverse reaction which occur due to an inability of an individual to cope effectively with the occupational demands (Goetsch, 2011). It arise from unexpected responsibilities and pressure that do not align with employee’s capability, knowledge or skills.

According to Selye (1974), occupational stress as “deviation from normal state due to unplanned or poorly designed work system or processes resulting into failures” while NIOSH defines occupational stress as “the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker”.

Employee spent most of their daily time at work. Therefore, the chances of them being affected by stress at workplace is high. According to Dewe et al. (2010), workplace can be a source of stress, depression and anxiety, and the relationship between works and stress that has taken the attention of many researchers. Excessive stress at work could leads towards performance decrement, psychological disorders

such as anxiety, depression, and burnout, errors made under impaired conditions, job dissatisfaction, bad public relations, decreased productivity, absenteeism and high staff turnover (Gershon et al., 2009) and indirectly will affect's not only towards individual's personal life, but also to organisational damaging. Therefore, some organisations have devised strategies to deal with its effects (Dewe et al., 2010).

Stressor is an event that occurring in the environment that has the potential to cause stress. There are four categories of stressor which categorize according to frequency of occurrence, intensity, duration and predictability (time of onset) are; 1) acute stressors, 2) chronic stressors, 3) daily stressors and 4) catastrophic stressors. General overview of stressors presented as Table 2.1.

Table 2.1
General Overview of Stressor

CATEGORIES OF STRESSOR				
TYPE	FREQUENCY	DURATION	INTENSITY	TIME ON SET
Acute	Rare	Short	High	Specific
Chronic	Frequent	Short or long	Low or high	Non-specific
Daily	Infrequent	Short	Low	Specific
Catastrophic	Very rare	Short or long	Extremely high	Specific

Source: Kelloway & Francis (2008)

Interaction of worker characteristics versus working condition are the main factors that contributes to occupational stress. The NIOSH model identifies the six following major categories of workplace stressor:

- i. Workload and work pace

- ii. Role stressors
- iii. Career concerns
- iv. Work scheduling
- v. Interpersonal relations
- vi. Job content and control

2.5. Occupational Stress in Law Enforcement

Police work has been identified as one the most psychologically stressful and critical profession in the world (Anshel, 2000). Police officers are not only forced to cope with stressors that most members of society are facing, but they are also exposed to the strain of coping with the stressors afforded by their profession.

Due to the nature of their work, police officers are continuously exposed to various traumatic, stressful and danger situations ranging from threats to themselves and their colleagues, to witnessing riots, shootings, violence, loss of human life, natural disasters and social injustice (Ireland et. al, 2007; Young et. al 2011, McCafferty, Domingo & McCafferty, 1990). As result, police has listed as one of the 130 stressful jobs by the National Institute for Occupational Safety and Health (Mondy & Martocchio, 2016). Police is a highly stressful occupation, and is believed to affect the physical and mental health of police. Work stress among police is a result of exposure to a combination of work environment and personal factors.

Law enforcement officers are said to experience high levels of stress derived from organizational and personal variables (Anshel, 2000). In earlier research on the relationship between stress and nature of police work, due to the characteristics and

the nature of policing, Lewis (1973) has referred hazards associated with the occupation as “danger stress”.

Studies of occupational stress among law enforcement officer such police officers have so far received little attention, especially in Malaysia and Southeast Asia in particular (Masilamani et. al., 2013 & Wong, 2003). According to Wong (2003), the lack of research in Southeast Asia police organisation is due to political constraints, differences in the technique and concepts of police training, more conservative Asian police organisation, and the need to protect private information or data.

A few cases involving law enforcement officer in Malaysia shows that psychological problem become escalated and worsen. Due to unable to control stress, depression and lack of emotional control, police officer started to suffer from mental problem, hurting civilians, murder and committing suicide (Utusan Malaysia, 10 Oktober 2008; Sinar Harian, 12 Disember 2009; Sinar Harian, 14 September 2013; Sinar Harian 15 September 2013; Utusan Malaysia, 3 Oktober 2008; Utusan Malaysia, 3 Februari 2011; Utusan Malaysia, 15 September 2013; Harian Metro, 20 Julai 2012; Harian Metro, 20 Julai 2012)

Apart from that, previous researches has been conducted towards law enforcement officer in Malaysia revealed that policing work is a very stressful career compared to other professions as it involves task that impact the workplace stress to their police officers (Hasmizal, 2007; Idrus, 2005 & Masilamani et. al., 2013). A study carried out by the Universiti Kebangsaan Malaysia Medical Centre showed that, compared

to other civil servants, the profession as a police officer is at the forefront of job stress (Hasmizal, 2007).

While findings from Masilamani et. al., (2013) stated that inspector post has found deal with more pressure than other police officers because of their heavy accountability in the fields of case inquiry, special duty, commercialization crime, special operation (terrorism control) and narcotic crime.

Regardless of less research conducted towards local law enforcement officer in Malaysia, the findings were in aligning with the similar studied conducted in other parts of the world. They found that occupational stress occurs when job demands are not in line with the resources, abilities and needs of the worker itself and can have a significant impact on employee psychology and physiology.

Previous studies highlighting that two main stressors namely organizational and operational in policing profession. Organizational stressors such as lack of organizational support, shift work, paperwork, excessive workload, lack of input on the organization, hierarchies tend to be rigidly stratified and unresponsive to individual needs, insufficient pay and lack opportunities for advancement (Shane, 2010; Anshel, 2000) have been pointed out as the major source of stress for police officers (Patterson, 2009; Anshel, 2000).

Operational stress arise from the nature of the police work itself such as police task, exposure to traumatic events, criminal justice system and dealing with victims and perpetrators of crime. A study has been conducted towards Finnish patrol police

officers by Leino (2011) reported that operational stressors such as injuries caused by physical violence worsen psychological health, increasing the risk of distress. The study revealed that distress among police officer could occur due to threats or assault by deadly weapon.

Stress failure is due to a lack of self-control and emotion (Du, Mazdarani & Ghasemian, 2013; Forushani & Besharat, 2011; Patterson, 2009). Paton and Smith (1996) labelled individuals in high-risk professions, particularly “those who fulfil a helping role during and after traumatic events”, as being involved in critical occupations. As police profession is a job that is engaged socially and emotionally (Patterson, 2009), therefore, it is very crucial for an individual who involve in policing profession to have high emotional strength and endurance to cope with stress at workplace. Lack of emotional strength and control could lead to severe occupational stress which impact individual’s psychological (acute stress disorder, post-traumatic stress disorder, depression, and anxiety disorder), physical well-being (higher rates of heart disease, divorce, sick days taken, alcohol abuse) and behavioural (Mohd Awang et al., 2010; Violanti, 2004).

Apart from that, previous studies have related various police stressors to psychological distress, depression, anxiety, alcoholism, burnout, cardiac disorders and suicide; as well as family and marital problems (Biggam, Power, & MacDonald, 1997; Kop, Euwema, & Schaufeli, 1999; Paton & Violanti, 1992). Evidence also indicates that there has also been a high risk of suicide among police officers among police officers (Violanti, 2004; Violanti et. al., 2006; Charbonneau, 2000; Violanti & Paton, 1999).

2.6. Coping

Remain in continuous state of stress could lead to various adverse effect. The way to adapt to stress is called coping. Coping can be defined as the process managing the pressure when the demands not met. Researchers may define coping differently from each other. According to Cox (1985), coping is a form of problem-solving behaviour, whereas stress is the result of failed problem solving. Coping involves cognitive and behavioural approaches, and indicates either a modification to the situation or a modification of the situation. Coping is successful if the source of the problem has been dealt with or stress has been directly reduced. Failure to apply appropriate coping strategies in dealing with stress lead to physical, psychological and psychosocial conflicts.

Prominent work has been conducted by Lazarus and Folkman (1984) who defines coping as the person's constantly changing cognitive and behavioural efforts to manage, tolerate or reduce specific external and/or internal demands that appraised as taxing or exceeding the individual's resources. Different people have different type of coping mechanism to deal with the stressful situation, whether it is in positive or negative manner. Some individuals will turn to religion to deal with the situation, but others will choose negative coping method that would worsen the situation such as smoking or drinking alcohol, drug abuse or eating disorder. Some other individuals use beneficial approaches such as exercising, meditating or jogging. As far as occupational stress is concerned, this involves the effort made by the worker to deal with stressor in their job situation or work role.

Coping process has three features (Lazarus & Folkman, 1984). Firstly, what an individual it involves the actual thoughts or behaviours of the individual. This is contrary to the trait-approach, which explains what the person would usually does, would do or should do. Secondly, coping is examined within specific context in which it occurs and coping thought will be directed towards specific conditions. The more closely defined the context and what the person is coping with, the easier it is to link a particular coping thought or act to a contextual demand. Lastly, coping serves to adjust the coping thought and deeds as the stressful occurrence develops.

Previous study on coping suggested two types of coping strategies used by people; namely problem-focused coping strategies and emotion-focused coping strategies. (Folkman & Lazarus, 1984; Folkman & Moskowitz (2004). In stressful situations, people can cope in either problem-focused or emotion-focused ways to the same situation, though sometimes both coping strategies are used (Lazarus & Folkman, 1984).

2.6.1. Problem-focused coping

Problem-focused coping involves active strategies in which the individual tries to do something concrete about the stressful situation. This is the type where it is essential to find the exact problem that root the stress and the stressors are either changed or totally removed. After analysing the situation and the problem has been identified, a plan to change the stressor will be created. It can either be done by aggressively confronting the problem and removing it using risky efforts or by creating a plan with all possible solutions and then implementing the best one.

Problem focused coping strategies looking at the situation objectively, and without letting emotion get in the way and the encounter might begin to understand the source of the stress. Individuals are likely to use problem-focused strategies if they experience their situations or resources as changeable (Lazarus & Folkman, 1984).

In daily life, problem-focused coping seems to be the best option in coping as it removes the stressor and deals with the root cause of the problem, hence providing a long term solution. However, it is not always possible to use problem-focused strategies. For example, when someone dies, problem-focused strategies may not be very helpful for the grieving. Dealing with the feeling of loss requires emotion-focused coping. Problem focused approached will not work in situation where it is beyond the individual's control to remove the source of stress. They work best when the person can control the source of stress.

Problem-focused strategies also might not be a productive method for all individuals. Not all people are able to take control of a situation, or perceived a situation as controllable. For example, optimistic people who tend to have positive expectations of the future are more likely to use problem-focused strategies, whereas pessimistic individual are more inclined to use emotion-focused strategies (Nes, & Segerstrom, 2006).

2.6.2. Emotion-focused coping

Emotion-focused coping is passive, and the individual tries to restrain the emotions from the stressful situation and keep emotional balance. This is the type where it is concentrating on the attempts to reduce and manage the emotional distress that that

the stressor is causing. It is also called avoidance coping because commonly the main problem is avoided and all of the focus is on shifting your attention away from the stressor. It can be done by seeking social support, distancing yourself from the stressor and minimizing the emotional impact it is having on you or by denying the existence of the stressor overall (Folkman & Lazarus, 1988).

Ways of coping mechanism suggested by Folkman et. al. (1986) for managing stress are shown in Table 2.2.

Table 2.2
Ways of Coping Mechanism

Problem-focused coping	Emotion-focused coping
<ul style="list-style-type: none"> • Confrontative Coping • Seeking Social Support • Plan full Problem-Solving 	<ul style="list-style-type: none"> • Self-Control • Seeking Social Support • Distancing • Positive Appraisal • Accepting Responsibility • Escape / Avoidance

As summary, coping strategies suggested by previous researches indicates that, use of problem-focused coping mechanism allows individual to directly tackle the stressor by either modified or eliminated. Whereas in emotion-focused coping approach, it is only the people who change or learn how to adapt to the stressor in a productive manner.

As mentioned earlier, in order to manage troubling situation, people using coping method to deal with their stressful circumstances and emotion. Coping method employed by police officers may be differ to each other based on the demands of the situations – it may be problem-solving or emotion-focused depending on the situation they deal with. Therefore, coping strategies shown a direct association to apparent occupational stress (Kirkcaldy et al., 1995).

According to Sundaram & Kumaran (2012) in their previous study found that police officers do not always cope effectively with their physically and emotional demanding work. Back in 2009, Gershon et al. conducted a study to evaluate the effectiveness of coping strategies towards organizational and operational stressor among police officer. In their study, police officers were reported, in order to decrease the perceived distress, they tend to use experience and adopting strategies that could be useful such as active coping, social support and positive reinterpretation of the situation. It also have been found that negative or avoidance coping mechanisms were seen in those police officer with higher stress levels. Apart from that, some coping strategies also may possible to increase the perceived distress, such as excessive display of emotions, escape and psychological detachment from stressful events.

Recent study conducted by Zulkafaly, Kamaruddin, & Md. Hassan (2017) reported that coping strategies most applied among police officers are based on problem-focused-coping. This finding was in line with the result of previous studies which reported police officers frequently utilize active coping strategies for handling job stress (cited in Zulkafaly, Kamaruddin, & Md. Hassan, 2017).

2.7. Transactional Model of Stress and Coping

The Transactional Model of Stress and Coping Theory will be the theoretical model underpinning this study. It is a framework which emphasizes appraisal to evaluate harm, threat and challenges, which results in the process of coping with stressful events (Lazarus, 1966; Lazarus & Folkman, 1984). In this theory, stress is viewed as the result from an encounter (transactions) between individuals and the environment. The transactions rely on the effect of the stressor mediated by the individual's appraisal on the stressor and available coping resources (Lazarus & Cohen, 1977).

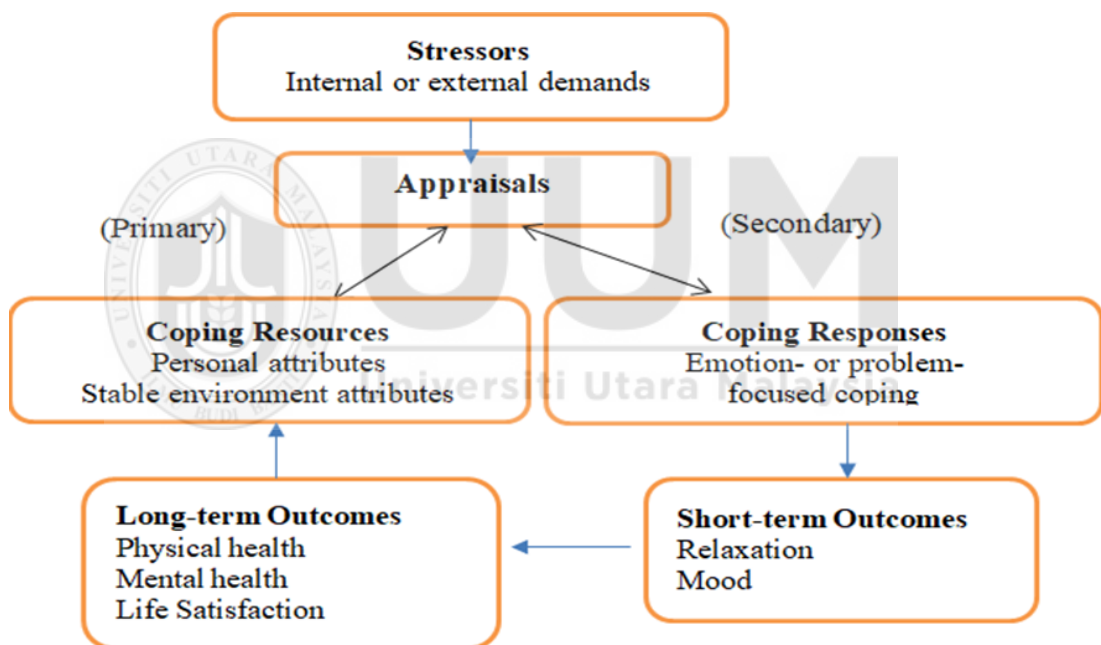


Figure 2.1

Transactional Model of Stress and Coping (Lazarus & Folkman, 1984)

Cognitive appraisal and coping are two main process involve in this theory. Cognitive appraisal involve on how the individual appraises the situation while coping is what the individual does to handle the stressful event (Lazarus & Folkman, 1984). Lazarus back in 1966 stated that stress is built up in three stages; primary appraisal, secondary appraisal and coping. Primary and secondary appraisals are

crucial to the stress and coping process understanding (Cooper et al., 2001) as both types of appraisal occur as part of a same complex process and is dependent on the other (Lazarus & Folkman, 1984).

In a primary appraisal, individual will evaluate, or 'judge' the implication of the situation. According to Lazarus and Folkman (1984) there are three kinds of distinguishable primary appraisal: (1) irrelevant, (2) benign-positive, and (3) stressful. For example, in a situation such as losing your current job, the situation would be known to cause stress instead of being irrelevant or benign-positive. Thus, leading up to additional appraisals. In a secondary appraisal, individual will evaluate coping options and resources and options for dealing with the stressful situation.

Folkman and Lazarus (1984) define coping as “constantly changing cognitive and behavioural efforts to manage specific external and/or internal demands, that are appraised as taxing or exceeding the resources of the person. Problem-focused coping and emotion-focused coping are types of coping strategies suggested by Lazarus and Folkman (1984) and Folkman and Moskowitz (2004).

Problem-focused coping involves efforts to manage or change the cause or source of the problem; that is, the stressor while emotion-focused coping involves strategies to attend to our emotional responses to the stressor. Each individual may have different coping method depending on the evaluation; it might considered as either favourable coping (adaptive) or unfavourable coping (maladaptive). Both problem-focused and emotion-oriented coping strategies can be adaptive or maladaptive.

Although the transactional approach anticipating stress appraisal has been widely accepted in the Psychology area, there were less agreement has been found among the work stress field (Cooper, Dewe & O'Driscoll, 2001).

Considering that the transactional model sustains that stress occurs essentially at an individual level, Brief and George (1991) stated that the difficulty when anticipating working settings, is that this personal level of analysis may not consider working conditions that are likely to affect the wellbeing of most employees. Thus, it can limit the generalizations of results among employees and restricts the impact of interventions.

However, as suggested by Lazarus (1991), sources of stress are always personal and idiosyncratic, as are the coping strategies that people use to cope with them. Therefore, in the law enforcement work setting, it is crucial to take in consideration the condition and environment surrounding the stressor to fully understand how law enforcement officer experience and cope with stressors in their work.

2.8. Chapter Summary

There are many research has been conducted pertaining occupational stress among law enforcement including in Malaysia. However, to the knowledge of researcher, there were none study conducted among auxiliary police. Therefore, this chapter discussed the literature review pertaining sample, variables and factors of psychological distress and coping strategies. The definition and information on stress, anxiety and depression which contributed to psychological distress among law enforcement or auxiliary police and coping strategies that might give impact to their

work are explained. Theoretical framework that relates psychological distress and coping strategies underpinning this study also being explained.



CHAPTER THREE

METHODOLOGY

3.1. Introduction

This chapter discussed and described the research approach and design chosen for the thesis and the use of tools for data analysis. It includes the research framework design, description of the sample, sampling technique, survey instruments, data collection procedure and statistical analyses on the collected data.

3.2. Research Framework

According to Sekaran and Bougie (2013), the research framework is a conceptual model of how one theorizes or makes logical sense of the relationship among several factors that have been identified as important to the problem in a research. This study was conducted to investigate the level of occupational psychological illness (depression, anxiety and stress) among auxiliary police and their coping strategies. Therefore, the theoretical framework of this study consists of four independent variables (IV), which are; age, gender, rank and educational background that contributed to the dependant variables (DV) of this study which are psychological illness at workplace and coping styles. All four IV were tested and analysed to determine its relationship and influence towards DV as illustrated in Figure 3.1.

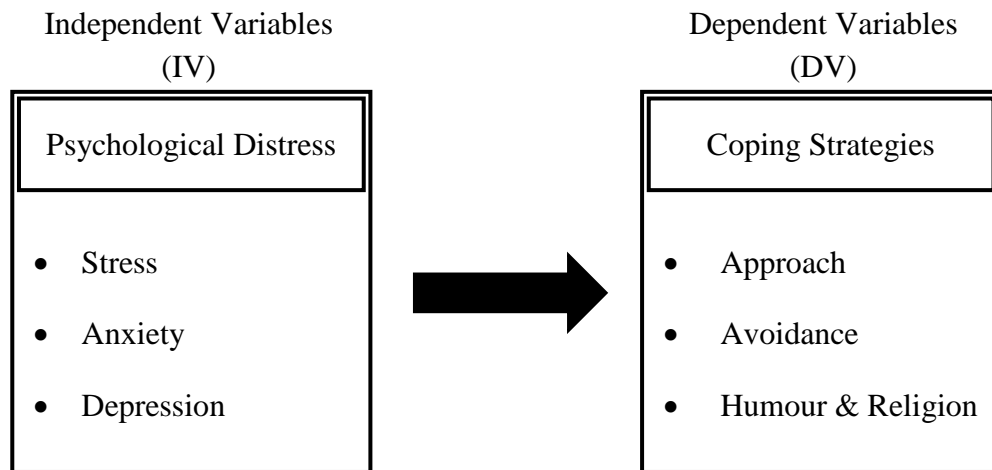


Figure 3.2 :
Theoretical Framework

3.3. Hypotheses/Propositions Development

The aim of this study is based on the following hypothesis:

H1a: There is a significant relationship between depressions with avoidance coping strategy among auxiliary police.

H1b: There is a significant relationship between anxieties with avoidance coping strategy among auxiliary police.

H1c: There is a significant relationship between stresses with avoidance coping strategy among auxiliary police.

H2a: There is a significant relationship between depressions with approach coping strategy among auxiliary police.

H2b: There is a significant relationship between anxieties with approach coping strategy among auxiliary police.

H2c: There is a significant relationship between stresses with approach coping strategy among auxiliary police.

H3a: There is a significant relationship between depressions with humour/religion coping strategy among auxiliary police.

H3b: There is a significant relationship between anxieties with humour/religion coping strategy among auxiliary police.

H3c: There is a significant relationship between stresses with humour/religion coping strategy among auxiliary police.

3.4. Research Design

This research study employed the quantitative research design as it is significantly applicable in this study in order to gather information on various factors that has been identified. Quantitative research generates numerical data to establish relationships between two or more variables and this is determined through statistical methods that test the strength and significance of the relationships between the variables in the analysis (Creswell, 2003). Instead of that, a quantitative research also allows the researcher to collect a larger sample size, which will increase the statistical power and generalizability of the study (Creswell, 2003).

This study adopted a cross-sectional survey approaches for data gathering purpose, thus it only captures one moment in time. According to Chua (2013), survey is one of the most popular non-experimental research methods used in various fields, especially in the field of social science. This type of study is widely used due to it has the full range of features, the preferred way of handling, faster data collection, large sample size usage, could provide direct information and capable to generalized research findings.

3.5. Operational Definition

This study was conducted to investigate the level of occupational psychological illness (depression, anxiety and stress) among auxiliary police and their coping strategies. Therefore, the following definitions are provided in order to achieve a better understanding of some of the terms included in this study.

Table 3.1
Definition of terms

VARIABLE	DEFINITION	SOURCES
Stress	i. The non-specific response of the body to any demand for change.	i. Selye H (1976)
	ii. A particular relationship between the person and the environment that is appraised by the person as taxing or exceeding his or her resources and endangering his or her well-being	ii. Lazarus and Folkman (1984)
Occupational Stress	i. Emotional state resulting from a perceived difference between level of occupational demand and a person's ability to cope with this demand.	i. Goetsch (2011)
	ii. The inability of the individual worker to cope effectively with various work demands.	ii. Blix, Cruise, McBeth & Blix (1994)

VARIABLE	DEFINITION	SOURCES
Depression	<p>i. A common and serious medical problem that negatively affects thinking, physiology and behaviour. It can lead to a variety of emotional and physical problems and can decrease a person's ability to function at work and at home.</p> <p>ii. A common mental disorder that is characterized by dysphoria, sadness, anxiety, withdrawal, hopelessness, despair, loss of sleep or excessive need for sleep, and possible exaggerated guilt feelings or thoughts.</p>	<p>i. APA (2019)</p> <p>ii. Kahn, AP FJ (2001), Kraly (2006), WHO (2019)</p>
Anxiety	<p>The emotion response to an immediate threat and is more related with a “fight-or-flight” reaction – either they are staying to fight or leaving to escape danger.</p>	<p>APA (2019)</p>

VARIABLE	DEFINITION	SOURCES
Coping	The efforts/reaction an individual makes to deal with an environmental demands/stressor in order to prevent negative consequences.	Lazarus and Folkman (1984)
Coping style/strategies	Specific process of cognitive appraisal to determine whether an individual believes he or she has the resources to respond effectively to the challenges of a stressor or change.	Folkman & Lazarus (1988), Lazarus & Folkman (1987)

3.6. Measurement of Variables/Instrumentation

For data collection purpose, researcher used questionnaires as the main tools in collecting data from the respondents. The questionnaire is divided into three sections. The first sections designed to collect the demographic characteristic of respondents while the other two sections include questions from the scales that were chosen to measure variables analysed in the current study.

To measure the level of occupational psychological illness (depression, anxiety and stress) among respondents, an adaptation of Depression, Anxiety and Stress 42 items scale (DASS-42) developed by Professor Dr. Peter Lovinbond and translated into Bahasa Melayu languages by Prof Dr Ramli Musa in 2012 was selected.

To identified the coping style or strategies adopted by respondents, an adaptation of Brief COPE questionnaires developed by Distinguished Professor Charles S. Carver in 1997 and translated into Bahasa Melayu languages by Dr Muhamad Saiful Bahri Yusoff was selected.

For the demographic data, respondents were asked to provide their age, gender, marital status, race/ethnicity, educational level and job details.

3.6.1. Malay version of Depression, Anxiety and Stress 42 items scale (BM DASS-42)

The BM DASS-42 is a self-report instrument comprises of 42 items designed to measure core symptoms of depression, anxiety, and stress. It consisted of 14 items of the three scale (DASS-Depression scale, DASS-Anxiety scale and DASS-Stress scale) and divided into subscales of 2-5 items with similar content.

The DASS-Depression scale measures dysphoria, hopelessness, devaluation of life, self-deprecation, lack of interest/involvement, anhedonia, and inertia. While the DASS-Anxiety scale measures autonomic arousal, skeletal muscle effects, situational anxiety, and subjective experience of anxious affect. The DASS-Stress scale is sensitive to levels of chronic non-specific arousal. It measures difficulty in relaxing, nervous arousal, being easily upset/agitated, irritable/over-reactive and impatient.

4-point severity/frequency scales were used to rate the level to which respondents have experienced each state over the past week. Each item comprises of statement and four ordinal responses scored from 0 (did not apply to me at all) to 3 (apply to

me very much, or most of the time). Score from each set of 14 items were summed up to yield a single subscale score and interpreted as either “normal”, “mild”, “moderate”, “severe” and “extremely severe”. The higher scores indicate greater severity of the depression, anxiety or stress disorder (Lovibond & Lovibond, 1995). Reliability of DASS-42 revealed excellent Cronbach’s alpha values of 0.94, 0.90 and 0.87 for depressive, anxiety and stress domains respectively. (Ramli, Rosnana & Aidil Faszrul, 2012).

The Scoring and Interpretation Index of Depression, Anxiety, and Stress Scale is interpret as in Table 3.2

Table 3.2
Scoring and Interpretation of DASS

	Depression	Anxiety	Stress
Normal	0 - 9	0 – 7	0 – 14
Mild	10 – 13	8 – 9	15 – 18
Moderate	14 – 20	10 – 14	19 – 25
Severe	21 – 27	15 – 19	26 -33
Extremely Severe	28+	20+	34+

Source: Lovibond, S., & Lovibond, P. (1995)

3.6.2. BRIEF COPE

The Brief COPE (Carver, 1997) is an abbreviated version of the COPE (Coping Orientation to Problems Experienced) Inventory. It is a self-report questionnaire developed to assess a broad range of coping behaviours and thoughts a person may have in response to a specific situation. The Brief COPE questionnaire comprises of 28 items with 14 subscales. The 14 subscales which were analysed separately are

self-distraction, active coping, denial, substance use, use of emotional support, use of instrumental support, behavioural disengagement, venting, positive reframing, planning, humour, acceptance, religion, and self-blame.

Factor-analysis by Eisenberg et al. (2012) with heart failure patients indicated two major factors of coping namely avoidance coping and approach coping. Avoidance coping is characterised by the subscales of denial, substance use, venting, behavioural disengagement, self-distraction and self-blame. While approach coping is characterised by the subscales of active coping, positive reframing, planning, acceptance, seeking emotional support, and seeking instrumental or informational support. Humour and religion subscales did not exclusively load on either of the above factors and are therefore not included in either

After reading a situationally specific scenario, respondents are required to rate the 28 coping behaviours and thoughts items (2 items of each subscales), on frequency of a four-point Likert scale (1-“I haven’t been doing this at all”, 2-“I’ve been doing this a little bit”, 3-“I’ve been doing this a medium amount”, and 4-“I’ve been doing this a lot”).

Instead of completing the two questionnaires, the respondents also were asked to provide some personal information (age, gender, marital status, race/ethnicity and educational level) and job details (role of employment).

3.7. Population

According to Sekaran and Bougie (2013), population refers to the entire group of people, events, or things of interest that a researcher wishes to investigate. There are approximately 2600 employees working in XYZ Company. However, for the purpose of this study, the respondent is focussed on the auxiliary police officer population with the total number of 1500 officers.

3.8. Sampling

According to Sekaran and Bougie (2013), sampling is a process of selecting a sufficient number of elements from the population. It is crucial to ensure that a study of the sample and an understanding of its properties or characteristics would make it possible for us to generalize such properties or characteristics to the population elements. A suitable sampling design and sampling size are important in order to assist the researcher to find the conclusions that would be generalised to the population of interest (Sekaran, 2005).

Simple random sampling was used in this research to select the population samples. Each sample has the same probability of being selected through this technique. It is a reasonable sampling method and, if properly implemented, it helps to decrease any bias associated compared to any other technique of sampling and provides the most generalizability (Sekaran & Bougie, 2013).

The respondent in this research were selected among the auxiliary police who worked with XYZ Company. By referring to the Krejcie and Morgan (1970) sampling table, the number of 306 sample required for this research. However, the

researcher able to collect total of 614 data from the whole population. After determination of sample size, 650 questionnaires has been distributed to the respondent to be answered in an appropriate time to complete.

The table for determination sample size from a given population can be referred to Table 3.3.

Table 3.3

Table for determination sample size from a given population.

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	246
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	351
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	181	1200	291	6000	361
45	40	180	118	400	196	1300	297	7000	364
50	44	190	123	420	201	1400	302	8000	367
55	48	200	127	440	205	1500	306	9000	368
60	52	210	132	460	210	1600	310	10000	373
65	56	220	136	480	214	1700	313	15000	375
70	59	230	140	500	217	1800	317	20000	377
75	63	240	144	550	225	1900	320	30000	379
80	66	250	148	600	234	2000	322	40000	380
85	70	260	152	650	242	2200	327	50000	381
90	73	270	155	700	248	2400	331	75000	382
95	76	270	159	750	256	2600	335	100000	384

Note: "N" is population size
"S" is sample size.]

Krejcie, Robert V., Morgan, Daryle W., "Determining Sample Size for Research Activities", Educational and Psychological Measurement, 1970.

3.9. Data Collection Procedures

The collection process has been conducted in five different session. During the actual research conducted, the respondents were informed about the purpose of the study and their consent to participate was obtained. After briefing session on how to

answer the questionnaires, the respondents responded to the instrument in individual settings and the issues of confidentiality and secrecy were also made clear to them.

Distributed questionnaires have to be answered in front of the researcher in order for them to facilitate the respondents regarding any questions or statements in the survey their not clear. Each respondent was given sufficient time to answer the questionnaire. The questionnaire took between 15 – 20 minutes to complete. Before the questionnaire ready to be collected, respondents were asked to check their form to ensure that every section of the questionnaire has been answered.

3.10. Data Analysis

Data collected were analysed quantitatively using statistical software IBM Statistical Package for Social Sciences (SPSS) software version 23. In order to discover the research question underlined in Chapter 1, four types of analysis were performed, namely reliability analysis, descriptive sample analysis, correlation analysis and regression analysis.

3.10.1. Reliability Analysis

Cronbach's Alpha analysis was conducted to determine the reliability and dependability of the data. The internal consistency reliability will be higher when the Cronbach's Alpha close to 1.0, as shown in Table 3.4.

Table 3.4
Cronbach's Alpha Measures

Cronbach's Coefficient Alpha (α)	Reliability
0.80 – 0.95	Very Good
0.70 – 0.80	Good
0.60 – 0.70	Fair
<0.60	Poor

Source: Sekaran & Bougie (2013)

3.10.2. Descriptive analysis

According to Sekaran and Bougie (2013), descriptive statistics require transforming raw data into a manner in which information would be provided to describe or summarize the characteristic of a set of variables for the studied sample. The descriptive statistic can be presented in the form of percentage, frequency, mean, mode, median and standard deviation of the dependent variables and independent variables.

3.10.3. Inferential Analysis

The Pearson product-moment correlation coefficient was used to specify the strength of relationships between the variables. Through this analysis, the strength and the directions of the linear relationship between two variables between variables will be determined.

3.11. Chapter Summary

This chapter discussed pertaining research framework, process data collection and analysis of this study. 614 questionnaires consists of two type of instrument (Malay

DASS-21 and Brief COPE) were distributed and collected during data collection process. SPSS version 23 software were used for the purpose of data analysis.



CHAPTER FOUR

FINDINGS OF THE STUDY

4.1. Introduction

This chapter discussed and described the data analyses process according to the statistical method that has been determined in Chapter 3. Reliability, descriptive and inferential analysis has been executed toward collected data using Statistical Package for the Social Science (SPSS) version 23.

4.2. Response Rate

A total of 650 questionnaires were distributed to the selected respondent who worked with XYZ Company during five different sessions conducted. Brief explanation on the purpose of the study were given to the respondent before started answering procedure. Respondent were requested to answer the questionnaires in front of the researcher in order for them to facilitate the respondents regarding any questions or statements in the survey their not clear. Each respondent was given sufficient time, between 15 – 20 minutes to complete the questionnaire. Summary of the survey response rate as shown in Table 4.1.

Table 4.1
Response rate

Items	Total	Percentage (%)
Distributed Questionnaires	650	100.0
Collected Questionnaires	642	98.8
Unreturned Questionnaires	8	1.2
Usable Questionnaires	614	94.5

4.3. Reliability analysis

The Cronbach's Alpha analysis was conducted to determine the reliability and dependability of the data. In order to provide good support for internal consistency reliability, the alpha result should be positive and greater than 0.70. The closer reliability coefficient to 1.0, the better it is and computed value above 0.80 are considered as good. Alpha result within the range of 0.60 to 0.70 is acceptable while result below 0.60 is considered to be poor. (Sekaran & Bougie, 2013). For this study, the data produced satisfactory reliability and all variables met the requirement range within 0.60 to 0.95.

Table 4.2
Cronbach's Alpha reliability of Depression, Anxiety and Stress Scale and its sub scales

Scale	No. of items	Cronbach's Alpha
DASS Overall	42	.979
Depression	14	.951
Anxiety	14	.741
Stress	14	.768
Coping Overall	28	.885
Avoidance	12	.744
Approach	12	.885
Humour and Religion	4	.600

The Depression, Anxiety and Stress Scale (DASS) is found reliable by measuring its reliability on Cronbach's alpha whereas the Cronbach's alpha reliability for the

overall scale is excellent (.979); and for its subscales i.e. depression (.951), anxiety (.741), and stress (.768) is acceptable.

While for Brief-COPE, it is also found reliable by measuring its reliability whereas the Cronbach's alpha reliability for the overall scale is very good (.885); and for its subscales i.e. avoidance (.744), approach (.885), and humour and religion (.600) is acceptable.

4.4. Descriptive analysis

Descriptive analysis is used to describe or summarize the characteristic of the studied sample. For the purpose of this study, the descriptive analysis was executed and the result is presented in the form of frequency, percentage, mean and standard deviation of the dependent variables and independent variables as well as demographic data of the respondent.

4.4.1. Descriptive analysis on respondent demographic background

Demographic characteristic of respondents' which consists of information pertaining gender, age, position/rank, race, marital status, education and working experience are described in Table 4.3 below:

Table 4.3
Demographic Characteristic of the respondents

Demographics	Frequency	Percentage (%)
Gender		
• Male	359	58.5
• Female	255	41.5
Age		

Demographics	Frequency	Percentage (%)
• 19-23	152	24.8
• 24-28	195	31.8
• 29-33	148	24.1
• 34-38		
• 39-43	44	7.2
• 44-48	24	3.9
• 49-53	10	1.6
• 54-58	13	2.1
	28	4.6
Marital Status		
• Single	253	41.2
• Married	357	58.1
• Divorced	4	0.7
Race		
• Malay	584	95.1
• Chinese	5	.8
• India	11	1.8
• Lain-lain	14	2.3
Academic Background		
• PMR/SRP	15	2.4
• SPM	477	77.7
• STPM	48	7.8
• Sijil	30	4.9
• Diploma	38	6.2
• Bachelor	5	0.8
• Master	1	0.2
Position / Rank		
• Konstabel	314	51.1
• Koperai	227	37.0
• Sarjan	55	9.0
• Inspektor	18	2.9

Demographics	Frequency	Percentage (%)
Working Experience		
• <1	40	6.5
• 1-5	307	50.0
• 6-10	150	24.4
• 11-15	47	7.7
• 16-20	20	3.3
• 21-25	8	1.3
• 26-30	15	2.4
• 31-35	23	3.7
• 36-40	4	0.7

From the Table 4.3 we can see that the proportion of the male and female respondents participated in this study were almost balance with total of male respondent were 359 (58.5%) and female respondents were 255 (41.5%).

80.7% (495) of the respondent represented individual with age between 19 to 33 years old. This result indicates that majority of the respondent involved in this study were considered as young and energetic. While the remaining respondents were individual with middle age range within 34-38 (44, 7.2%), 39-43 (24, 3.9%) and 44-48 (10, 1.6%) while 41 (6.7%) respondents with age above 49 years old. Most of the respondent were married individual with frequency of 357 (58.1%) while 253 (41.2%) were single and the remaining 4 (0.7%) respondents were divorced.

584 (95.1%) of the respondent were Malay, Indian 11(1.8%) and Chinese 5 (0.8%). Others races with 14 respondents (2.3%) represented minority ethnic from East

Malaysia namely Sabah and Sarawak. From the result, it is clearly showed Chinese were the least race who involved in uniform career such as to auxiliary police

There were seven group of academic background determined in this study. It is apparent from this table that 77.7 % of respondents completed their SPM, 78 respondent were respectively STPM and certificate holder and the lowest academic level of the respondents was at the PMR/SRP level (15, 2.4%). In addition, 44 respondents have tertiary education beginning with diploma (6.2%), bachelor (0.8%) and master (0.2%). This indicates that all respondents have the minimum level of education available for employment in the government sector.

From this data, we can see that the highest respondent participated in this study were constable (51.1%), followed by corporal (37.0%), sergeants (9.0%) and inspectors (2.9%). It shows that the result generated from this study are mostly derived from the lower-ranking officers who are engaged directly with the operational work compared to the higher-ranking officer such as inspector who are involved mostly in the management part.

The final variables under demographic section is respondents' working experiences. Based on the table above, it was found that most respondents involved in this study have less than 10 years working experience in this law enforcement sector, with a majority of 347 who had experience less than 5 years. There were 90 (14.7%) respondents who served for more than 10 years but less than 30 years, while 27 (4.4%) respondents were those who have served for more than 30 years. This

indicates that the findings obtained from this study are influenced by those with less than 10 years of experienced.

4.5. Descriptive analysis of main variable

Descriptive analysis to compute the mean and standard deviation of the data has been carried out towards all independent and dependent variables. The mean value is an average value used to represent a set of values (Chua, 2013). Sum of selected data variables were divided by the number of the selected data in set in order to generate the mean result. Generated mean result were compared to the mean score shown in Table 4.4 to determine the level of data. While as for standard deviation, were computed to determine the average total of an individual's score which deviates from the mean score distribution.

Table 4.4
Mean score table

Range of mean	Level
1.00 – 1.80	Very low
1.81 - 2.60	Low
2.61 – 3.40	Moderate
3.41 – 4.20	High
4.21 – 5.00	Very high

Source: Veloo & Rahman, 2012

Table 4.5
Descriptive statistics for main variable

Variables	Mean	Std. Deviation	N
Depression	1.9316	.57563	614
Anxiety	2.1410	.59384	614
Stress	2.2740	.60585	614
Avoidance	1.9311	.36428	614
Approach	2.6730	.49179	614
Humour & Religion	2.5053	.51077	614

Table 4.5 shows descriptive analysis result of psychological distress element (depression, anxiety and stress) and coping strategy (avoidance, approach and humour/religion). As can be seen from Table 4.5, the result revealed the mean value for independent and dependant variables in this study were 1.93 to 2.67. Amongst psychological distress element, stress has the highest mean score with 2.7, followed by anxiety with 2.14 and depression with 1.93. While for the coping strategy, approach coping mean score were the highest with 2.67 compared to humour/religion (2.51) and avoidance (1.93).

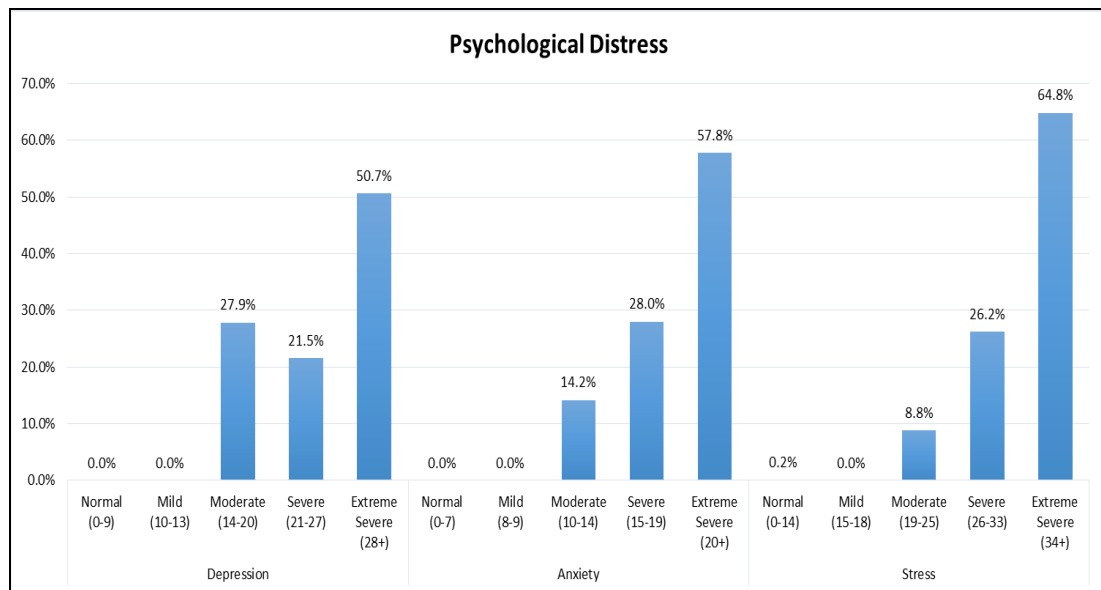


Figure 4.1
Percentage distribution level of psychological distress among auxiliary police

The result obtained from the descriptive analysis of psychological distress level perceived by among auxiliary police are presented in Figure 4.1. The details of the result will be explained below.

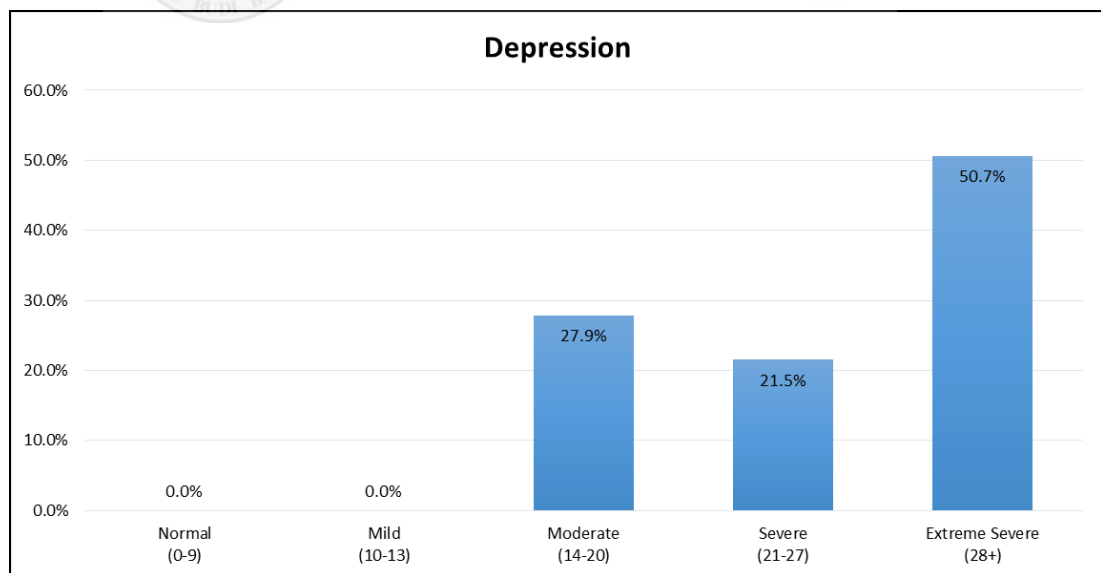


Figure 4.2
Percentage distribution level of depression among auxiliary police

Figure 4.2 provides the analysis data of depression level perceived by auxiliary police. It shows that the majority of the respondents suffered from a critical level of depression whereby 50.7% (311) of the respondents had the extremely severe level of depression, 27.9% (171) were found out to be at a moderate level of depression and remaining 132 respondents (21.5%) were at severe depression.

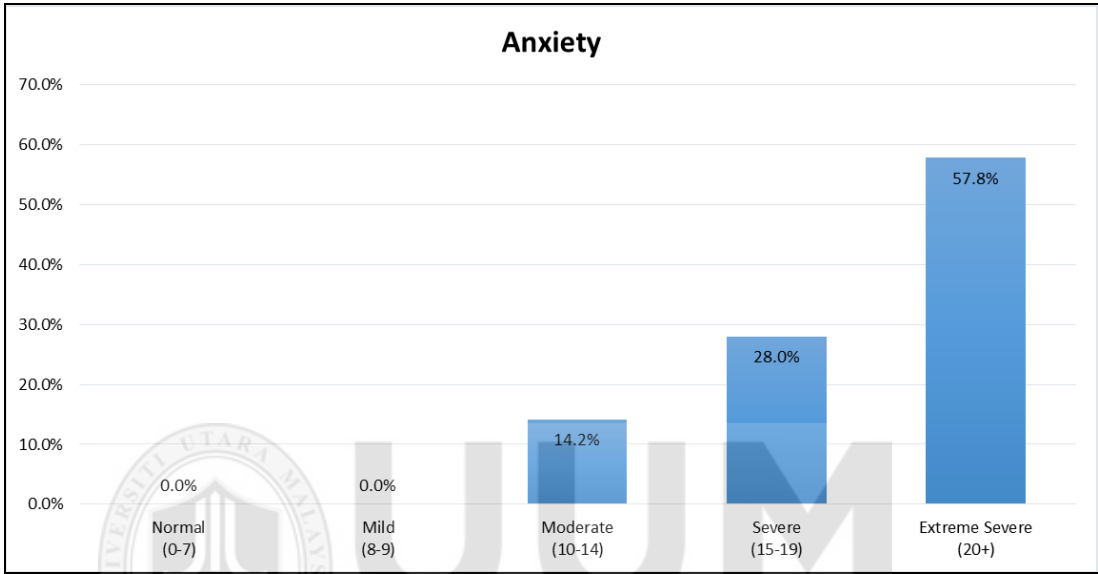


Figure 4.3
Percentage distribution level of anxiety among auxiliary police

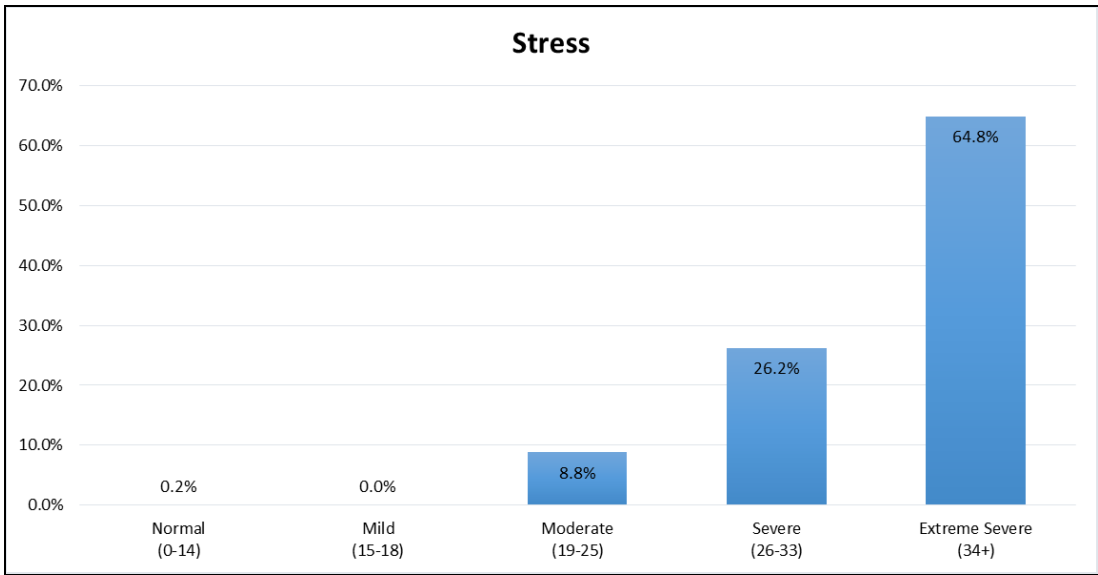


Figure 4.4
Percentage distribution level of stress among auxiliary police

It can be seen from the graph in Figure 4.3 that the anxiety level of the respondents is found to be 57.8% (355) at the extreme level, the severe level is 28.0% (172) and remaining 14.2% (87) is at a moderate level. While as shown in Figure 4.4, the majority of the respondent perceived an extremely severe level of stress (64.8%-398 respondents), 161 (26.2%) respondent is at a severe level while less than 10.0% (54) is at a moderate level. There were only 0.2% of respondents who perceived anxiety at a normal level while none is at a mild level.

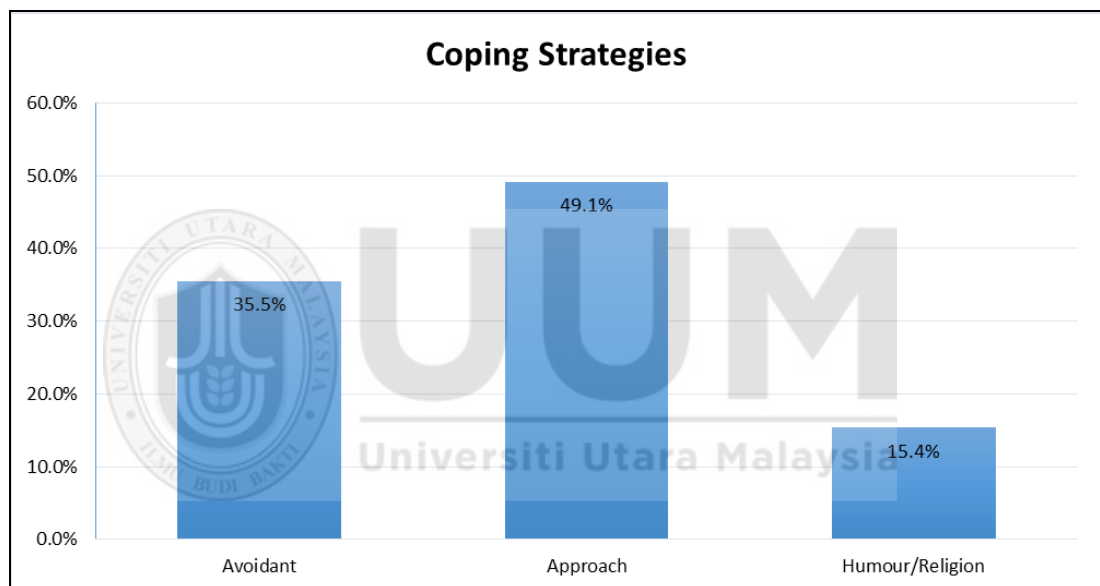


Figure 4.5
Percentage distribution of coping strategies applied among auxiliary police

The graph above illustrates the breakdown of coping strategies applied by auxiliary police when response towards stressful situations. From the data in Figure 4.5, it is apparent that approach coping type method was the most applied by auxiliary police with 49.1% while 35.5% of them chose the avoidance type of coping strategy. The remaining 15.4% of respondent prone to deal with stressful with humour or religion

method whereby this two of strategies are fall under neither approach nor an avoidance category of coping strategy.

4.6. Pearson Correlation Analysis

To determine the strength and the directions of the linear relationship between two variables between variables, Pearson Correlation analysis was executed. The correlation test result will be compared to the correlation coefficient values showed in Table 4.6 in order to determine the correlation strength. The result obtained from the correlation analysis towards variables are presented in Table 4.7.

Table 4.6
The strength of the correlation coefficient values

Correlation coefficient size (r)	Correlation strength
0.91 to 1.00 / -0.91 to -1.00	Very strong
0.71 to 0.90 / -0.71 to -0.90	Strong
0.51 to 0.70 / -0.51 to -0.70	Average / Medium
0.31 to 0.50 / -0.31 to -0.50	Weak
0.01 to 0.30 / -0.01 to -0.30	Very weak
0.00	No correlation

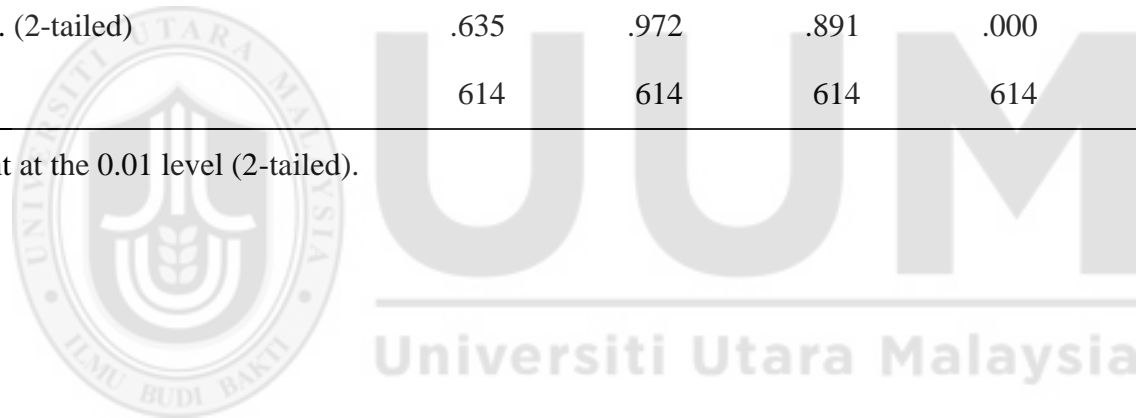
Source: Chua, 2013

Table 4.7
Pearson Correlation Analysis

		Depression	Anxiety	Stress	Avoidance	Approach	Humour & Religion
Depression	Pearson Correlation	1	.882**	.895**	.125**	-.018	-.019
	Sig. (2-tailed)		.000	.000	.002	.654	.635
	N	614	614	614	614	614	614
Anxiety	Pearson Correlation	.882**	1	.913**	.116**	.045	-.001
	Sig. (2-tailed)	.000		.000	.004	.262	.972
	N	614	614	614	614	614	614
Stress	Pearson Correlation	.895**	.913**	1	.155**	.033	-.006
	Sig. (2-tailed)	.000	.000		.000	.413	.891
	N	614	614	614	614	614	614
Avoidance	Pearson Correlation	.125**	.116**	.155**	1	.450**	.449**
	Sig. (2-tailed)	.002	.004	.000		.000	.000
	N	614	614	614	614	614	614

		Depression	Anxiety	Stress	Avoidance	Approach	Humour & Religion
Approach	Pearson Correlation	-.018	.045	.033	.450**	1	.572**
	Sig. (2-tailed)	.654	.262	.413	.000		.000
	N	614	614	614	614	614	614
Humour & Religion	Pearson Correlation	-.019	-.001	-.006	.449**	.572**	1
	Sig. (2-tailed)	.635	.972	.891	.000	.000	
	N	614	614	614	614	614	614

**. Correlation is significant at the 0.01 level (2-tailed).



The correlation between elements of psychological distress (stress, anxiety and depression) and coping strategy categories (avoidance, approach and humour/religion) was tested using Pearson Analysis. For this study, the Pearson Analysis result were interpreted to determine whether nine hypotheses established earlier with the aim to express the relationship between psychological distress consisting of depression, anxiety and stress with coping strategies which is avoidance, approach and humour/religion among auxiliary police were accepted or rejected.

4.6.1. Hypotheses Testing and Result

Relationship between three psychological distress variable with avoidance, approach and humour/religion coping among auxiliary police are presented and described in Table 4.7. As can be seen from the table, it revealed that there was a significant correlation between stress, anxiety and depression with avoidance coping strategy. Stress showed the strongest significant relationship with avoidance coping with the correlation coefficient $r = 0.155$ ($p < 0.01$) compared to the other two dependent variables namely depression ($r = 0.125$, $p = 0.002$) and anxiety ($r = 0.116$, $p = 0.004$). Even though, the correlation between the independent (stress, anxiety and depression) and dependent (avoidance coping) variables is very weak, but it is acceptable. Therefore, it suggests that three out of nine hypothesis; hypotheses 1a (there is a significant relationship between depressions with avoidance coping strategy among auxiliary police), hypotheses 1b (there is a significant relationship between anxieties with avoidance coping strategy among auxiliary police) and hypotheses 1c (there is a significant relationship between stresses with avoidance coping strategy among auxiliary police) were supported.

However, the Pearson test did not show any significant correlation between all three elements of psychological distress with approach coping. Referring to the table 4.7, the correlation coefficient value for stress, anxiety and depression towards approach coping were $r = 0.33$, $r = 0.45$ and $r = -.018$ respectively with $p > 0.01$. Thus, hypotheses 2a (there is a significant relationship between depressions with approach coping strategy among auxiliary police), hypotheses 2b (there is a significant relationship between anxieties with approach coping strategy among auxiliary police) and hypotheses 2c (there is a significant relationship between stresses with approach coping strategy among auxiliary police) were rejected.

The most surprising result to emerge from the data is that there were no significant relationship between stress, anxiety and depression with humour/religion coping ($r = -.006$ for stress, $r = -.001$ for anxiety and for depression at $r = -.019$). Therefore, hypotheses related to relationship between independent variable with humour/religion coping namely hypotheses 3a (there is a significant relationship between depressions with approach coping strategy among auxiliary police), 3b (there is a significant relationship between anxieties with approach coping strategy among auxiliary police) and 3c (there is a significant relationship between stresses with approach coping strategy among auxiliary police) were rejected.

Table 4.8
Hypotheses results

Hypotheses	Result
Hypotheses 1a: There is a significant relationship between depressions with avoidance coping strategy among auxiliary police.	Supported
Hypotheses 1b: There is a significant relationship between anxieties with avoidance coping strategy among auxiliary police.	Supported
Hypotheses 1c: There is a significant relationship between stresses with avoidance coping strategy among auxiliary police.	Supported
Hypotheses 2a: There is a significant relationship between depressions with approach coping strategy among auxiliary police.	Not supported
Hypotheses 2b: There is a significant relationship between anxieties with approach coping strategy among auxiliary police.	Not supported
Hypotheses 2c: There is a significant relationship between stresses with approach coping strategy among auxiliary police.	Not supported
Hypotheses 3a: There is a significant relationship between depressions with humour/religion coping strategy among auxiliary police.	Not supported
Hypotheses 3b: There is a significant relationship between anxieties with humour/religion coping strategy among auxiliary police.	Not supported
Hypotheses 3c: There is a significant relationship between stresses with humour/religion coping strategy among auxiliary police.	Not supported

4.7. Chapter Summary

Findings retrieved from statistical analysis were presented in this chapter. Characteristic description or summary of the studied sample were determined through descriptive analysis executed toward demographic data and the result were presented in frequency and percentage.

Pearson Correlation analysis was executed in order to determine the correlation / relationship between independent and dependent variables. Result shows there were an acceptable relationship between the stress, anxiety and depression avoidance coping. The majority of the hypotheses were not supported but three did show significance relationship between psychological distresses towards coping strategy. Based on these findings, the results and implications are discussed in the next chapter.



CHAPTER FIVE

DISCUSSION AND CONCLUSION

5.1. Introduction

This chapter is focused on the discussion of the findings according to the objective of the current study. Thus, a brief review of research questions research that were posed in the introduction are addressed once again to summarize and discuss the findings and draw conclusions. Further, limitations to this study, recommendations based on the finding for potential further research and overall conclusion are presented.

5.2. Discussion

Auxiliary police is made up of those sworn security police officer who served as a police officer at the government agencies or government-related entities to protect the property and providing additional policing in areas where regular police patrols may be inadequate. They also can be deployed to support PDRM officers in certain scenarios. Similar to the ordinary police profession, auxiliary police also having difficulties to respond to unexpected situation that arise when they are on duties in order to keep the law enforcement, people protection, protection of properties, investigating and interrogating of crime within their area of jurisdiction.

Studies on occupational stress have shown that police officers are exposed to stressful events more often than other workers and this can result in impaired psychosocial well-being and physical health. Individual perceived levels of stress are subjective in nature and depend upon multiple physical, psychological, and environmental factors (Selye, 1976). Occupational stress, anxiety, and depression is

the outcome of an imbalance between work demands and the individual's ability to cope. Seyle (1976) described that the unrelieved effort to cope with stressors can lead to heart disease, high blood pressure, ulcers, digestive disorders, and headaches.

The disorders of stress, anxiety, and depression each often interfere with normal daily routines, interpersonal relationships, general wellness, productivity, and the ability of the individual to support him/herself financially. Therefore, the purpose of this study was to investigate the occupational psychological distress and coping strategies applied among auxiliary police to deal with stress.

The following section will discuss the empirical research result of the conducted study. The discussion of the hypotheses testing results will be elaborated in corresponding to the outcomes of research questions determined in the beginning of the study.

5.3. Levels of perceived occupational psychological distress

The current survey was aimed at measuring the levels of perceived psychological distress namely stress, anxiety and depression in the auxiliary police officers of XYZ Company. The instrument applied – DASS 42 in Bahasa Melayu was found excellently reliable.

There were similarities in the nature of work between the police officer and auxiliary police. Both of the profession work performed are risky and highly stressful and it was predicted that similar to the police officer, auxiliary police will also suffer from psychological distress.

The result of this study shows that the understudied auxiliary police officers did suffer from stress, anxiety and depression. The respondent perceived an extremely severe level of stress, an extremely severe level of anxiety and extremely severe depression.

These findings concerning self-reported stress, anxiety and depression findings are consistent and in agreement with similar studies' findings from other parts of the world which showed that police profession contributed to stress, anxiety and depression among the auxiliary police (Gul, 2008). Stress, anxiety and depression have been considered as significant outputs in stressful occupational settings (Husain, 2014; Singh et al., 2018, Bennett et al., 2004). Research conducted by Masilamani et al. (2013) towards Malaysian police force found out that majority of the respondent had experienced mild stress and there was only a small number of respondents in the extremely stressed category.

5.4. Psychological distress with avoidance coping strategy

In this study, it was hypothesized that there will be a significant relationship between psychological distress namely stress, anxiety and depression with avoidance coping (hypotheses 1a, hypotheses 1b and hypotheses 1c). Compared to approach and humour/religion coping methods, avoidance was the most significant coping strategy applied by auxiliary police who suffered from stress, anxiety and depression psychological distress, thus hypotheses 1a, hypotheses 1b and hypotheses 1c was supported. These findings are consistent with some of the previous studies that found avoidance coping strategies as a compounding factor when encountering with job stress among police officers (Williams, Ciarrochi & Deane, 2010).

Reliance on avoidance coping is generally associated with less positive outcomes (Levin et al., 2007). Evidence suggests that police officers often engage in avoidance coping behaviour for instantaneous stress reduction (Ortega, Brenner & Leather, 2006; Anshel, 2000). Avoidance coping activities include venting emotions, behavioural disengagement, and mental disengagement (Latack & Havlovic, 1992).

However, even though there was a significant correlation between the independent (stress, anxiety and depression) and dependent (avoidance coping) variables, but the relationship between them is considered very weak. It shows that avoidance coping strategies does not fully-utilised by the auxiliary police officer. The respondents were prone to remain in a continuous state of stress due to unable to cope with the stress well and let the occupational stressors occurred not fully being taken care off. This situation leads to the increment of the stress, anxiety and depression level among them. This is supported by the descriptive findings of the distribution of psychological distress perceived by the respondent whereby the majority of them perceived an extremely severe level of stress, anxiety and depression. If the respondent managed to cope with the occupational psychological distress well, the level of depression, anxiety or stress will be lower.

5.5. Psychological distress and coping strategies with approach coping strategy

Even though Violanti (1992) revealed that utilizing problem-focused strategies demonstrate reduced in psychological distress in police officers, the current study shows a contradicted result. As mentioned in Chapter 4, the result of the current

study does not supported hypotheses 2a (there is a significant relationship between depressions with approach coping strategy among auxiliary police), hypotheses 2b (there is a significant relationship between anxieties with approach coping strategy among auxiliary police) and hypotheses 2c (there is a significant relationship between stresses with approach coping strategy among auxiliary police). There was no significant correlation showed between all three elements of psychological distress with approach coping.

The findings of the current study were also contrary to the systematic reviews findings conducted by Zulkafaly, Kamaruddin, & Md. Hassan (2017) who reported there were 59 previous studies revealed that coping strategies most applied among police officers are based on problem-focused coping.

5.6. Psychological distress and coping strategies with humour/religion coping strategy

The study by Piennar and Rothmann (2005) show that police officers who had lower levels of approach coping and at risk for developing suicide ideation will turning to religion, emotional stability and conscientiousness and higher levels of avoidance coping. However, the most surprising result to emerge from the current study findings was that there were no significant relationship between stress, anxiety and depression with humour/religion coping strategies. Hypotheses related to relationship between independent variable with humour/religion coping namely hypotheses 3a (there is a significant relationship between depressions with approach coping strategy among auxiliary police), 3b (there is a significant relationship between anxieties with approach coping strategy among auxiliary police) and 3c (there is a significant

relationship between stresses with approach coping strategy among auxiliary police) were rejected.

Even though religion and spiritual belief is still very important to many people around the world, the result of the current study shows that humour, religion or belief does not show an important role among the respondent when dealing with occupational stress in their daily live. Inconsistent and hectic work schedules might be a part of the reason auxiliary officers do not address the religion and spiritual side of life when facing occupational stressors. Working at night shifts, weekends, and are on call could contribute to difficulties for respondents to manage themselves to attend religious services or maintaining relationships at a house of worship.

Apart from that, witnessed so many bad things in their daily work maybe another reason why officers often neglect the spiritual side of life. Exposed to the horrific things, from gruesome crimes to tragic accidents also can harden a person's outlook towards people and life in general.

5.7. Impact of Research Findings

This study was conducted to investigate the level of psychological distress, coping strategies and the relationship between these two variables among auxiliary police. There are many studies has been conducted in law enforcement professionals such as police, but not in auxiliary police. Therefore, this study makes significant contributions to the literature of occupational stress and coping strategies area among auxiliary police population. Instead of that, this study also would be worthy and contributes value to the academic area due to a lack of study conducted among auxiliary police population specifically in Malaysia.

Through the assessment of depression, anxiety and stress among the auxiliary police officer, this study provides guidelines to help the higher management of a company to understand the status of occupational psychological distress of their employees, so that necessary intervention can be planned in reducing their stress, anxiety and depression due to work. The study result also shows that there is a need for the periodic assessment of the mental health status of the auxiliary police officers to ensure they could perform their duty well. Apart from that, it also helps the management to develop policies of stress interventions and programs to reduce the impacts of stressors and education programs to create awareness on coping strategies available for employees.

5.8. Limitations

The objectives of this study was to investigate the levels of perceived psychological distress, coping strategies and relationship between psychological distress with coping strategies applied among auxiliary police in their daily work . However, there were several limitations encountered by researcher upon the data collection process.

5.8.1. Limitations of the literature review

To the researcher's knowledge, as to date, studies on occupational stress and coping strategies towards auxiliary police within the Malaysia context are limited. Therefore, the literature review on studies towards other law enforcement officers such as police officers who have similarities in the nature of work has been referred to.

5.8.2. Limitations of the empirical research

The participants are limited to auxiliary police employed by XYZ Company. Thus, the sample size limited the research results in such a way that results could not be generally applied to all auxiliary polices in Malaysia. The size and the composition of the participants may not be representative of the whole population of auxiliary police employed in other organizations.

Another limitation of the study is the data collection method. The use of self-administered questionnaires as the primary data source could lead to the possibility of bias. Under psychological stress, respondents might feel that their answers could lead to negative implications towards their reputation or work performance and this may have caused participants to give socially desirable or acceptable answers.

5.9. Recommendation

5.9.1. Recommendation to the Organization

The result of the current study revealed that the organization plays a vital role in overcoming the psychological distress problem among auxiliary police. To take preventive and corrective measures, the auxiliary police administration must take efforts within the organization. Improving training courses and introducing support programs could be useful and effective tools for preventing stress before it becomes chronic. The implementation of education on occupational stress control also might help and guide the auxiliary police to control emotion when facing an occupational stressor.

Collins & Gibbs (2003) proposes a stress management approach by the management by changing the work environment so that the work environment is less stressful, reducing workload and managing the organizational environment rather than simply providing stress management training to the individual. In stress management, police organizations are fully responsible for ensuring that factors contributing to stress are minimized or eliminated rather than solely relying on the role of the police officer in trying to deal with the stress themselves (Morash et al. 2006). The workplace stress management training approach is aimed at reducing the negative impact on mental health among police officers and helps employees improve their coping skills (Patterson, 2009).

The dissemination of information and easy access to appropriate coping strategies available for employees especially to those who deal with severe stress, anxiety and depression levels need to be established. It would elevate the awareness among them on proper ways to handle the stressful situation before it becomes uncontrollable and causes negative impacts towards the officer and their family and colleagues.

Developing a counselling training program and counselling sessions to the officers will result in increased efficiency of the organizations (Haines, 2013). The counselling process should be conducted confidentially and the officers should be counselled from time to time so that they relieve their stress and maintain a healthy relationship with not only the organization but also with the family. The counselling session might not only be offered to the auxiliary police officers, but also to their family.

5.9.2. Recommendation of Future Study

In order to overcome the possibility of bias on collected data using self-report questionnaires, utilization of multiple methods and sources such as direct observation of working conditions, interviews, company records, and higher ranking of auxiliary police officers' evaluations could help researchers collect and analyze more valid data on the perceived psychological distress that affect the work-related wellbeing and coping strategies applied among auxiliary police officers.

As this study was an exploratory study, there is a need to replicate the study with larger and broader samples that are more representative of the auxiliary police officer population.

Previous studies highlighting that two main stressors namely organizational and operational in the policing profession (Shane, 2010; Anshel, 2000). Therefore, it is suggested that the sources of stress among auxiliary police officer to be conducted for future study.

Future studies focussing on police level of ranking and other demographic variables such as gender, age and experience should be carried out to identify the actual type of stressors and make suggestions accordingly to reduce the stress levels and choose suitable coping strategies.

5.10. Conclusions

Based on the previous and current study, it has been proven that the issue of psychological distress within the auxiliary police organization should not be taken lightly by all parties. The findings of the present study show that the level of prevalence of occupational psychological distress in the auxiliary police employed by XYZ Company is extremely high. Therefore, appropriate interventions or coping strategies to overcome and reduce the level of stress, anxiety and depression level should be instituted.

The findings also revealed that the majority of auxiliary police officers in this study used avoidance strategies to cope with work-related stress. Auxiliary police members who experience extremely severe stress, anxiety and depression and are unable to cope with the stressors and will not only become a threat to themselves, but also to their colleagues and organization, and to the community at large. This is due to the deterioration in quality and performance of services due to failure to control the level of occupational psychological distress experienced by auxiliary police officers.

With this in mind, addressing persistent stress within the organization is imperative in ensuring a well-functioning police service, and ultimately, a secure and healthy society. Awareness of the pressures faced by its officers and finding effective ways to address this occupational issue together with the awareness given towards employees in regards to the availability of appropriate coping strategies is crucial and needs to be taken care of seriously by the higher management of the company.

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APPENDIX A

No Rujukan:

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Tarikh:

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KAJI SELIDIK TAHAP TEKANAN PSIKOLOGI DAN KAEDAH MENGATASI DIKALANGAN ANGGOTA POLIS BANTUAN

Soal Selidik mengandungi tiga (3) bahagian terdiri daripada:

Profil Responden

Bahagian A *Depression Anxiety and Stress Scale (DASS)*

Bahagian B *Brief COPE*

**PENGUMPULAN DATA KAJI SELIDIK
TAHAP TEKATAN PSIKOLOGI DAN KAEDAH MENGATASI DIKALANGAN
ANGGOTA POLIS BANTUAN**

SURAT KEBENARAN ANGGOTA

Soal selidik ini terdiri daripada satu set iaitu berkaitan penilaian tahap stress yang dialami oleh responden di tempat bertugas.

Dengan menandatangani halaman ini, saya mengesahkan dan membenarkan perkara-perkara berikut:-

1. Saya telah mendengar penjelasan, membaca nota berkaitan dan memahami tentang apa yang perlu saya lakukan;
2. Saya telah meneliti semua isi kandungan dalam kertas maklumat ini;
3. Saya secara sukarela, bersetuju untuk memberikan kerjasama sepenuhnya kepada pihak yang bertanggungjawab apabila diminta;
4. Saya bebas untuk menarik diri daripada menjadi peserta dalam soal-selidik ini pada bila-bila masa;
5. Saya maklum dan faham bahawa, maklumat yang dikumpulkan daripada soal-selidik ini adalah rahsia dan hanya akan digunakan untuk tujuan laporan dan juga ilmiah sahaja. Saya juga faham bahawa, salinan keputusan daripada soal selidik ini boleh diperolehi atas permintaan secara bertulis kepada pihak penyelidik.

Tandatangan Responden : _____

No. IC : _____

Tarikh : _____

PROFIL RESPONDEN

Sila tandakan (X) pada petak yang berkenaan

1. Umur ____ tahun

2. a) Ketinggian ____ cm b) Berat ____ kg

3. Jantina ☐ Lelaki ☐ Perempuan

4. Status ☐ Bujang ☐ Berkahwin ☐ Duda ☐ Janda

5. Keturunan ☐ Melayu ☐ Cina ☐ India ☐ Lain

6. Akademi ☐ UPSR ☐ STPM ☐ Ijazah
☐ SRP/PMR ☐ Sijil ☐ Master
☐ SPM ☐ Diploma ☐ PhD

7. Tempoh berkhidmat : _____ tahun

8. Pangkat : _____

BAHAGIAN A: DEPRESSION ANXIETY AND STRESS SCALE (DASS)

Sila baca setiap kenyataan di bawah dan bulatkan pada nombor 0, 1, 2 atau 3 bagi menggambarkan keadaan anda sepanjang minggu yang lalu. Tiada jawapan yang betul atau salah. Jangan mengambil masa yang terlalu lama untuk menjawab mana-mana kenyataan

Tidak Langsung	Jarang-jarang	Kerapkali	Sangat Kerap
0	1	2	3

A01	Saya dapati diri saya menjadi marah disebabkan oleh perkara-perkara yang kecil	0	1	2	3
A02	Saya sedar mulut saya seringkali terasa kering	0	1	2	3
A03	Saya tidak ada perasaan positif sama sekali	0	1	2	3
A04	Saya sering mengalami kesukaran bernafas (cth: tercungap-cungap walaupun tidak melakukan aktiviti fizikal)	0	1	2	3
A05	Saya rasa saya tidak menunjukkan sebarang peningkatan kepada diri	0	1	2	3
A06	Saya cenderung untuk bertindak keterlaluan dalam sesuatu keadaan yg tertekan	0	1	2	3
A07	Saya seringkali mempunyai perasaan gementar (cth:kaki menjadi lemah)	0	1	2	3
A08	Saya sukar untuk relaks / rehat selepas bertugas	0	1	2	3
A09	Saya dapati diri saya sangat risau tentang sesuatu keadaan dan kembali tenang bila ianya berakhir	0	1	2	3
A10	Saya rasa seperti individu yang tidak boleh diharapkan	0	1	2	3
A11	Saya dapati dari saya mudah berasa kesal	0	1	2	3
A12	Saya rasa saya banyak menggunakan tenaga dalam keadaan yang cemas	0	1	2	3
A13	Saya seringkali berasa sedih dan murung	0	1	2	3
A14	Saya sering hilang sabar jika saya dilambatkan oleh sesuatu keadaan (cth: lif, lampu isyarat)	0	1	2	3
A15	Saya seringkali rasa macam nak pitam	0	1	2	3
A16	Saya sering hilang minat dalam menjalankan tugas yang diberikan	0	1	2	3
A17	Saya seringkali rasa tidak dihargai sebagai seorang pegawai/anggota	0	1	2	3
A18	Saya rasa diri saya mudah tersentuh (terasa)	0	1	2	3

BAHAGIAN A: DEPRESSION ANXIETY AND STRESS SCALE (DASS)

Sila baca setiap kenyataan di bawah dan bulatkan pada nombor 0, 1, 2 atau 3 bagi menggambarkan keadaan anda sepanjang minggu yang lalu. Tiada jawapan yang betul atau salah. Jangan mengambil masa yang terlalu lama untuk menjawab mana-mana kenyataan

Tidak Langsung	Jarang-jarang	Kerapkali	Sangat Kerap
0	1	2	3

A19	Saya mudah berpeluh (cth: tapak tangan) walaupun bukan pada suhu tinggi atau tiada pergerakan fizikal	0	1	2	3
A20	Saya mudah berasa takut tanpa sebab yang munasabah	0	1	2	3
A21	Saya sering berasa seperti hidup ini tidak bermakna lagi	0	1	2	3
A22	Saya dapati diri saya sukar ditenteramkan	0	1	2	3
A23	Saya rasa sukar untuk menelan	0	1	2	3
A24	Saya tidak berasa seronok dalam apa yang saya lakukan	0	1	2	3
A25	Saya sedar kadar jantung saya berubah (meningkat / menurun) walaupun tidak melakukan sebarang aktiviti fizikal	0	1	2	3
A26	Saya rasa berduka dan tidak keruan	0	1	2	3
A27	Saya dapati diri saya mudah marah	0	1	2	3
A28	Saya rasa hampir menjadi panik / cemas	0	1	2	3
A29	Saya dapati sukar untuk bertenang setelah sesuatu yang berlaku membuatkan saya kesal	0	1	2	3
A30	Saya risau akan 'dikejar' oleh kerja yang remeh & tidak biasa dilakukan	0	1	2	3
A31	Saya tidak bersemangat dengan apa jua yang saya lakukan	0	1	2	3
A32	Saya sukar bersabar dengan gangguan terhadap perkara yang sedang saya lakukan	0	1	2	3
A33	Saya di dalam keadaan yang terlalu gementar	0	1	2	3
A34	Saya rasa diri saya langsung tidak berharga	0	1	2	3
A35	Saya hilang pertimbangan terhadap perkara yang menghalang saya meneruskan apa yang sedang saya lakukan	0	1	2	3
A36	Saya rasa amat takut	0	1	2	3
A37	Saya rasa seperti tiada masa depan untuk dipertaruhkan	0	1	2	3

BAHAGIAN A: DEPRESSION ANXIETY AND STRESS SCALE (DASS)

Sila baca setiap kenyataan di bawah dan bulatkan pada nombor 0, 1, 2 atau 3 bagi menggambarkan keadaan anda sepanjang minggu yang lalu. Tiada jawapan yang betul atau salah. Jangan mengambil masa yang terlalu lama untuk menjawab mana-mana kenyataan

Tidak Langsung	Jarang-jarang	Kerapkali	Sangat Kerap
0	1	2	3

A38	Saya rasa hidup ini seperti tidak bermakna	0	1	2	3
A39	Saya rasa diri saya semakin gelisah	0	1	2	3
A40	Saya bimbang keadaan yang menjadikan saya panik dan boleh memperbodohkan diri sendiri	0	1	2	3
A41	Saya rasa menggeletar (cth: pada tangan)	0	1	2	3
A42	Saya kurang bersemangat untuk melakukan sesuatu perkara yg diberikan	0	1	2	3



BAHAGIAN B: BRIEF COPE

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Saya tidak melakukan ini langsung. <i>(I haven't been doing this at all)</i>	Saya melakukan ini kadang-kala sahaja. <i>(I have been doing this for a little bit)</i>	Saya agak kerap melakukan ini. <i>(I have been doing this a medium amount)</i>	Saya sangat kerap melakukan ini. <i>(I have been doing this a lot)</i>
1	2	3	4

B01	Saya beralih kepada aktiviti/tugasan lain supaya saya melupakan perkara tersebut. <i>(I've been turning to work or other activities to take my mind off things.)</i>	1	2	3	4
B02	Saya menumpukan usaha saya untuk melakukan sesuatu terhadap situasi yang saya sedang alami. <i>(I've been concentrating my efforts on doing something about the situation I'm in.)</i>	1	2	3	4
B03	Saya berkata pada diri sendiri, "ini bukan realiti". <i>(I've been saying to myself "this isn't real".)</i>	1	2	3	4
B04	Saya menggunakan alcohol atau dadah untuk menjadikan saya berasa lega. <i>(I've been using alcohol or other drugs to make myself feel better.)</i>	1	2	3	4
B05	Saya mendapatkan sokongan emosi daripada orang lain. <i>(I've been getting emotional support from others.)</i>	1	2	3	4
B06	Saya berputus asa untuk menangani masalah tersebut. <i>(I've been giving up trying to deal with it.)</i>	1	2	3	4
B07	Saya mengambil tindakan untuk cuba menjadikan situasi itu lebih baik. <i>(I've been taking action to try to make the situation better.)</i>	1	2	3	4
B08	Saya enggan mempercayai bahawa perkara tersebut telah berlaku. <i>(I've been refusing to believe that it happened.)</i>	1	2	3	4

BAHAGIAN B: BRIEF COPE

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Saya tidak melakukan ini langsung. <i>(I haven't been doing this at all)</i>	Saya melakukan ini kadang-kala sahaja. <i>(I have been doing this for a little bit)</i>	Saya agak kerap melakukan ini. <i>(I have been doing this a medium amount)</i>	Saya sangat kerap melakukan ini. <i>(I have been doing this a lot)</i>
1	2	3	4

B09	Saya berkata sesuatu untuk membiarkan perasaan yang tidak menyenangkan itu berlalu. <i>(I've been saying things to let my unpleasant feelings escape.)</i>	1	2	3	4
B10	Saya mendapatkan bantuan dan nasihat daripada orang lain. <i>(I've been getting help & advice from other people.)</i>	1	2	3	4
B11	Saya menggunakan alcohol atau dadah untuk membantu saya menghadapinya. <i>(I've been using alcohol or other drugs to help me get through it.)</i>	1	2	3	4
B12	Saya cuba melihat daripada sudut yang berbeza untuk menjadikan ia lebih positif. <i>(I've been trying to see it in different light, to make it seem more positive.)</i>	1	2	3	4
B13	Saya mengkritik diri saya sendiri. <i>(I've been criticizing myself.)</i>	1	2	3	4
B14	Saya cuba menyediakan strategi apa yang harus dilakukan. <i>(I've been trying to come up with a strategy about what to do.)</i>	1	2	3	4
B15	Saya memperolehi pujukan dan timbangrasa daripada seseorang. <i>(I've been getting comfort and understanding from someone.)</i>	1	2	3	4
B16	Saya berputus asa untuk cuba mengendalikannya. <i>(I've been giving up to attempt to cope.)</i>	1	2	3	4

BAHAGIAN B: BRIEF COPE

Soalselidik ini mengandungi 28 pernyataan. Sila baca setiap kenyataan di bawah dan **bulatkan** pada nombor 1, 2, 3 dan 4 bagi menggambarkan keadaan anda sepanjang minggu yang lalu. Tiada jawapan yang betul atau salah. Jangan mengambil masa yang terlalu lama untuk menjawab mana-mana kenyataan.

Saya tidak melakukan ini langsung. <i>(I haven't been doing this at all)</i>	Saya melakukan ini kadang-kala sahaja. <i>(I have been doing this for a little bit)</i>	Saya agak kerap melakukan ini. <i>(I have been doing this a medium amount)</i>	Saya sangat kerap melakukan ini. <i>(I have been doing this a lot)</i>
1	2	3	4

B17	Saya mencuba mencari sesuatu yang baik daripada apa yang berlaku. <i>(I've been looking for something good in what is happening.)</i>	1	2	3	4
B18	Saya berjenaka dengan perkara itu. <i>(I've been making jokes about it.)</i>	1	2	3	4
B19	Saya membuat sesuatu untuk kurang memikirkan hal tersebut seperti pergi menonton wayang, menonton televisyen, membaca, berkhayal, tidur atau membeli belah. <i>(I've been doing something to think about it less, such as going to movies, watching TV, reading, daydreaming, sleeping, or shopping.)</i>	1	2	3	4
B20	Saya menerima hakikat bahawa ianya telah berlaku. <i>(I've been accepting the reality of the fact that it has happened.)</i>	1	2	3	4
B21	Saya meluahkan perasaan-perasaan negatif saya. <i>(I've been expressing my negative feeling.)</i>	1	2	3	4
B22	Saya cuba mencari ketenangan melalui kepercayaan agama atau rohani saya. <i>(I've been trying to find comfort in my religion or spiritual belief.)</i>	1	2	3	4
B23	Saya cuba mendapatkan nasihat atau bantuan daripada orang lain tentang apa yang harus dilakukan. <i>(I've been trying to get advice or help from other people about what to do.)</i>	1	2	3	4
B24	Saya cuba belajar untuk hidup dengan masalah itu. <i>(I've been learning to live with it.)</i>	1	2	3	4

BAHAGIAN B: BRIEF COPE

Soalselidik ini mengandungi 28 pernyataan. Sila baca setiap kenyataan di bawah dan **bulatkan** pada nombor 1, 2, 3 dan 4 bagi menggambarkan keadaan anda sepanjang minggu yang lalu. Tiada jawapan yang betul atau salah. Jangan mengambil masa yang terlalu lama untuk menjawab mana-mana kenyataan.

Saya tidak melakukan ini langsung. <i>(I haven't been doing this at all)</i>	Saya melakukan ini kadang-kala sahaja. <i>(I have been doing this for a little bit)</i>	Saya agak kerap melakukan ini. <i>(I have been doing this a medium amount)</i>	Saya sangat kerap melakukan ini. <i>(I have been doing this a lot)</i>
1	2	3	4

B25	Saya berfikir dengan mendalam tentang langkah-langkah yang perlu diambil. <i>(I've been thinking hard about what steps to take.)</i>	1	2	3	4
B26	Saya menyalahkan diri sendiri atas apa yang telah berlaku. <i>(I've been blaming myself for things that happened.)</i>	1	2	3	4
B27	Saya berdoa atau bermeditasi. <i>(I've been praying or meditating.)</i>	1	2	3	4
B28	Saya mempersendakan situasi tersebut. <i>(I've been making fun of the situation.)</i>	1	2	3	4

TERIMA KASIH ATAS KERJASAMA ANDA